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A Manager's Guide to OAG

Office Administration Group Class Standards



Ontario Civil Service Commission



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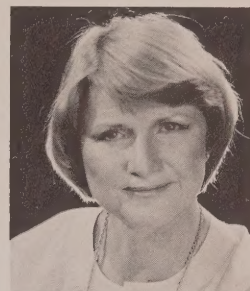
Office of the
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Queen's Park
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MEMORANDUM TO: Managers,
Ontario Public Service



As the Chairman of the Civil Service Commission with corporate responsibility for human resources management in the Ontario Public Service, I am pleased to send you this information package for managers on a job evaluation plan to be implemented shortly for the new Office Administration Group.

This group will cover more positions than any other evaluation plan we use today. In the months ahead, one-quarter of all bargaining unit employees will have their positions evaluated and classified using this new plan. As a manager, you will likely have employees whose classifications will be affected. While the plan will be introduced to them in a comprehensive communications program, you will have to answer your employees' questions and concerns. I hope this package makes that job a little easier.

This package, marking the first time evaluation standards have been distributed directly to ministry managers, also represents the Civil Service Commission commitment toward improved communication with managers throughout the service. We believe that the greater your awareness of the corporate management processes, the better you will be able to respond to the challenge of managing today.

A handwritten signature in cursive script, reading 'Ethel M. McLellan'.

Ethel M. McLellan
Chairman

If you have any comments regarding the following manager's guide or suggestions on how future information packages could be improved, we would be pleased to receive them

Comments, which may be unsigned, should be directed to:

Mr. H. D. Burt,
Director,
Pay and Classification Branch,
Civil Service Commission,
Frost Building South,
Second Floor,
Queen's Park,
Toronto, Ontario.



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OAG

An Overview

What is OAG?

The Office Administration Group (OAG) is a new job evaluation plan designed primarily for use in the bargaining unit.

Using point rating, the plan produces a single, simplified system of job evaluation where previously 19 such systems existed.

As a result, we can compare a broader range of jobs, one to the other, not just clerks to clerks or secretaries to secretaries, as we have done in the past. This will provide a greater degree of classification equity within the broad range of jobs in this group.

Who is Affected?

Employees in any of the following classes:

Accounting Supervisor 1 - BU

Accounting Supervisor 2 - BU

Clerk 1, Filing

Clerk 2, Filing

Clerk 3, Filing

Clerk 4, Filing

Clerk 1, General

Clerk 2, General

Clerk 3, General

Clerk 4, General

Clerk 5, General

Clerk 6, General - BU

Clerk 7, General - BU

Clerk 1, Mail

Clerk 2, Mail

Clerk 3, Mail

Clerical Stenographer 1

Clerical Stenographer 2

Clerical Stenographer 3

Clerical Stenographer 4

Clerical Stenographer 5

Clerical Typist 1

Clerical Typist 2

Clerical Typist 3

Clerical Typist 4

Coroner's Clerk 1

Data Entry Operator 1

Data Entry Operator 2

Data Entry Operator 3

Data Entry Supervisor 1

Operator 1, Addressing Equipment
 Operator 2, Addressing Equipment
 Operator 1, Central Switchboard
 Operator 2, Central Switchboard
 Operator, Copy Machine
 Operator, Mail Inserting Machine
 Operator 1, Telephone Switchboard
 Operator 2, Telephone Switchboard
 Operator 1, Teletype Equipment
 Operator 2, Teletype Equipment
 Receptionist
 Revenue Officer
 Secretary 1
 Secretary 2
 Secretary 3
 Secretary 4
 Secretary 5
 Typist 1
 Typist 2
 Typist 3
 Typist 4

By December 31, 1986, these classes will cease to exist, having been replaced by the Office Administration Group.

The Plan Summarized

OAG is a point-rating plan consisting of 13 class levels. The plan utilizes the five following factors to evaluate positions:

- . Knowledge
- . Skill
- . Judgement
- . Accountability
- . Group Leadership

Knowledge

- . 5 levels
- . measures a position's requirement for "a storehouse of theoretical and practical understanding concerning facts, methods, practices, procedures, programs, regulations, theories, techniques and the like".

Skill

- measures a position's requirement for practised ability to use methods, practices, techniques, language and office equipment.
- composed of two separate elements:

(i) Core skills

- 4 levels
- common to and required in some degree in all positions, for example:
 - oral/written communication
 - arithmetic/mathematics
 - organization of data

(ii) Technical skills

- no levels
- one or more of which may be required in addition to the core skills in certain positions, for example:
 - touch-typing
 - shorthand or dicta
 - linguistic skills
 - word processing

Judgement

- 4 levels
- measures the position's requirement for the discernment and/or assessment of conditions that arise as work is performed and the decision-making required.

Accountability

- 4 levels
- measures the responsibility for the kind of actions taken and their impact.

Group Leadership

- 2 levels
- recognizes additional, assigned responsibilities for guiding and controlling the work performed by others.

POINT VALUES

Each factor is composed of a number of levels, with each level represented by a specific number of points.

Factors:	Knowledge	Skill (Core)	Judgement	Accountability	Group Leadership
Level					
1	40	15	55	55	20
2	85	45	115	115	50
3	135	95	180	180	-
4	190	150	250	250	-
5	250				

In addition, points can be awarded for the following
Technical Skills:

Technical Skills	Point Allocation
fully programmable word processing	30
touch typing	20
shorthand	30
dicta	10
linguistic	30

CLASS ALLOCATION

The level that "best" fits each factor is determined and the corresponding points are totalled for the five factors to determine the class level.

The point ranges for each class level of the plan are shown below:

Point Range	Class
165	OAG-1
166-199	OAG-2
200-244	OAG-3
245-289	OAG-4
290-349	OAG-5
350-414	OAG-6
415-459	OAG-7
460-524	OAG-8
525-599	OAG-9
600-699	OAG-10
700-824	OAG-11
825-924	OAG-12
925-1060	OAG-13

As of December 31, 1985, the salary range for each class level of the plan is shown below:

HOURLY SALARY RANGES					
(effective December 31, 1985)					
OAG-1	8.80	9.01	9.25	9.49	9.73
OAG-2	8.98	9.22	9.46	9.70	9.97
OAG-3	9.22	9.46	9.71	9.97	10.23
OAG-4	9.46	9.71	9.97	10.23	10.50
OAG-5	9.73	10.00	10.26	10.53	10.81
OAG-6	10.02	10.29	10.55	10.85	11.14
OAG-7	10.35	10.63	10.92	11.24	11.57
OAG-8	10.81	11.10	11.42	11.74	12.08
OAG-9	11.43	11.74	12.05	12.39	12.76
OAG-10	12.12	12.48	12.87	13.26	13.68
OAG-11	13.36	13.82	14.29	14.80	15.31
OAG-12	14.73	15.25	15.78	16.36	16.91
OAG-13	15.90	16.47	17.04	17.67	18.26

The Plan's Impact

The plan covers 14,200 employees in 9,700 positions and based on sample testing:

- slightly less than half of the employees will be reclassified upward to some degree
- slightly more than half of the employees will remain the same
- relatively few employees will be red-circled to some degree.

At present, it is intended to implement this job evaluation system by October 31, 1986. While all positions will be re-evaluated and reclassified, not all jobs will be rewritten immediately.

Any position that is to be red-circled will be rewritten and re-evaluated. Positions receiving significant increases will receive similar treatment. Otherwise, positions will be rewritten in the OAG format according to a timetable determined with your personnel branch.

The evaluation process in your ministry must be completed before you can sit down with an employee and advise the employee of his or her OAG class. To attempt to convert an employee's current class to an OAG class without evaluation could be misleading.

Some Questions and Answers

- Q.** Will the duties and responsibilities of any employee change as a result of OAG?
- A.** No. Employee duties and responsibilities will not change; the plan used to evaluate and classify these duties has changed.
- Q.** Will all positions in the affected classes be re-evaluated in OAG?
- A.** Yes, with very few exceptions. But, where the office administration group definition excludes positions, they must be redescribed on the appropriate form and classified elsewhere on a best-fit basis.
- Q.** Within OAG, is the government now paying for linguistic skills?
- A.** Where linguistic skills are a requirement of the position, they are being recognized. The points awarded linguistic skills are not of themselves sufficient to warrant a pay level. However, in combination with other job requirements, recognition of linguistic skills could bring the position's total point score into the next higher class level.

Q. How and when will the standards be updated?

A. The employer and the bargaining agent have agreed that the OAG class standards "...shall be in effect from December 31, 1985 until December 31, 1989, and shall continue from year to year thereafter unless written notice of intention to amend or terminate the Agreement is given by either party ..."

Q. What about grievances in OAG?

A. At the complaint stage, the normal procedure applies. Grievances can be filed at stage one; however, the parties have agreed that the time limits for the response will automatically be extended until OAG has been implemented, not later than October 31, 1986. The supervisor will then respond.

Q. What about grievances filed regarding the old classes?

A. These grievances are to be processed in the normal manner provided that the grievance is filed prior to the actual date of the position's reclassification in OAG.

Q. Does OAG cover clerical and office services positions excluded from the bargaining unit?

A. No, it does not. In the near future an equivalent plan will be introduced to cover these positions.

Q. What was the distribution of this package?

A. Over 12,000 copies were distributed to all employees covered by the Executive Compensation Plan, Management Compensation Plan and commissioned officer ranks of the OPP.

Q. Will there be corporate OAG training for managers?

A. This question is currently receiving serious consideration and compensation training courses specifically for managers may be offered in the future.

Q. Is OAG a "pay equity" plan?

A. No. It is a job evaluation system consistent with the concept of equal pay for work of equal value and provides equity in classification within the broad range of jobs in the group.

OAG In More Detail

Introduction

This portion of the guide provides greater details for those managers interested in learning more about the process of describing and evaluating a position under the OAG point-rating system.

First, the subsection entitled the Classification Process — illustrates how a fully described and classified Clerical Stenographer position would look before and after being classified in OAG.

The next subsection, the Factorial Analysis Process, explains how a typical position is evaluated in terms of each of the factors.

Tips on Describing Jobs will help you describe positions in your organization that will be classified into OAG. OAG's factorial approach to job evaluation introduces a different focus to the classification of bargaining unit positions and this section will be useful when you are required to describe jobs under the new plan.

The final section of this guide is an unofficial version of the OAG class standards for your information.

Please contact your ministry's personnel branch if you have any questions.

The Classification Process

Prior to OAG, a sample Clerical Stenographer position would be described and evaluated as follows:

**Position Specification & Class Allocation-CSC 6150**
(Refer to back of form for completion instructions)

For CSC use only	Date received	Previous serial number	New serial number

1. Position title Clerical Stenographer		Position Code 00-1234-10		Position Identifier (See Reverse)	
Sch. Hrs. Work (R.P.T. Posn. only)		Class sch.	Seasonal Work Period (if one or more, as applicable) Winter <input type="checkbox"/> Spring <input type="checkbox"/> Summer <input type="checkbox"/> Fall <input type="checkbox"/>		Functional code
Position title ABC		Position Code		Class title and code	
Supersedes:					
Ministry ABC		Division XYZ			
Branch and Section Any		Location Toronto		Geog. Loc. Code	
No. of places 1	Provides group leadership to: No. of positions -	No. of places -	Immediate Supervisor's title Manager, Development		Supervisor's position code 00-1234-05
2. Purpose of position (why does this position exist?) To provide clerical and stenographic services for the manager and staff of the development section.					
3. Duties and related tasks (what is employee required to do, how and why? Indicate percentage of time spent on each duty)					
1. Performs stenographic duties for manager and staff of development section by:					
- transcribing from dictating machine, and typing into proper format, letters, memoranda and reports;					
- preparing routine correspondence on own initiative or from brief verbal or written instructions, e.g. acknowledgements, covering letters, requests for publications;					
60%	- typing section reports from handwritten drafts;				
- proofreading all completed work, ensuring correct format and correcting spelling and grammatical errors;					
- reading, sorting, logging and distributing incoming mail;					
- preparing mail for dispatch by checking signatures, correct addresses, inclusion of enclosures and distribution of copies.					
2. Performs general clerical duties by:					
- keeping up-to-date record of monies paid to consultants;					
- checking consultants' invoices to ensure correctness, referring to manager for followup;					
- preparing and typing statement of monies paid to consultants on monthly basis (statements are used to request transfer payments from another office);					
35%	- maintaining up-to-date project status file and compiling data to prepare quarterly project status reports;				
- preparing requests for purchase orders;					
- setting up, labelling, indexing and maintaining branch files, including files for branch staff and summer students;					
- making appointments, arranging travel schedules and hotel accommodation for staff; preparing travel authorization and expense account forms, including collating receipts and verifying figures;					
- providing general information in french and english on section programs in response to enquiries from other branches and the public, referring unusual enquiries to manager and staff.					
3. Performs other related duties as assigned.					
5%					
4. Skills and knowledge required to perform job at full working level. (Indicate mandatory credentials or licences, if applicable)					
Typing and dicta to CSC standards. Good knowledge of Branch functions, programs and administrative practices. Ability to work under pressure; initiative and good judgement. Good interpersonal skills. Good communication skills in both French and English.					
5. Signature		Immediate Supervisor		Ministry Official	
John Doe		Day 01	Date Month 10	Year 85	Bill Smith
Type Supervisor's name		Type Official's name and title		Branch Director	
6. Class allocation		Class title		Class code	
Clerical Stenographer 3				52004	
				Occupational group number 0S-03B	
		Day 01	Effective date Month 10	Year 85	
I have classified this position in accordance with the Civil Service Commission Classification Standards for the following reason:					
A. Position provides a full range of stenographic duties requiring initiative and judgement in preparing routine correspondence and handling section's mail.					
B. Position independently performs a variety of semi-routine clerical tasks such as checking consultants' invoices, maintaining up-to-date project status file and compiling data to prepare quarterly project status report.					
C.					
Signature of authorized evaluator		Date Month 10		Year 85	
				Type evaluator's name Mary Clark, Personnel Officer	

In the new OAG point-rating system, the position would be described and evaluated on a CSC 6150-OAG and would look like this:



Ontario

Position Specification & Class Allocation-CSC 6150 - (OAG)
(Refer to back of form for completion instructions)

For CSC use only	Date received	Previous serial number	New serial number
------------------	---------------	------------------------	-------------------

1. Position title Clerical Stenographer		Position Code 00-1234-10	Position Identifier (See Reverse) 01
Sch. Hrs. Work (R.P.T. Posn. only)	Class sch.	Seasonal Work Period (x one or more, as applicable) Winter <input type="checkbox"/> Spring <input type="checkbox"/> Summer <input type="checkbox"/> Fall <input type="checkbox"/>	Code(s) Functional code
Position title Clerical Stenographer		Position Code 00-1234-10	Class title and code Clerical Stenographer 3 52004
Ministry ABC		Division XYZ	
Branch and Section Any		Location Toronto	
Geog. Loc. Code			
No. of places 1	Provides group leadership to: No. of positions -	No. of places -	Immediate Supervisor's title Manager, Development
		Supervisor's position code 00-1234-05	

Note: The Class Standards for the Office Administration Group evaluate positions in relation to the factors of Knowledge, Skill, Judgement, Accountability and Group Leadership. The skill factor additionally includes the following: Word Processing, Touch typing, Shorthand, Dicta, Linguistic. Positions being described should reflect these compensable factors where applicable.

2. Purpose of position (why does this position exist?)
To provide clerical and stenographic services for the manager and staff of the development section.

3. Duties and related tasks (what is employee required to do, how and why? Indicate percentage of time spent on each duty)

1. Performs stenographic duties for manager and staff of development section by:

- transcribing from dictating machine, and typing into proper format, letters, memoranda and reports;
- preparing routine correspondence on own initiative or from brief verbal or written instructions;

60% - typing section reports from handwritten drafts;

- proofreading all completed work, ensuring correct format and correcting spelling and grammatical errors;
- reading, sorting, logging and distributing incoming mail;
- preparing mail for dispatch by checking signatures, correct addresses, inclusion of enclosures and distribution of copies.

2. Performs general clerical duties by:

- keeping up-to-date record of monies paid to consultants;
- checking consultants' invoices to ensure correctness, referring to manager for followup;
- preparing and typing statement of monies paid to consultants on monthly basis (statements are used to request transfer payments from another office);

35% - maintaining up-to-date project status file and compiling data to prepare quarterly project status reports;

- preparing requests for purchase orders;
- setting up, labelling, indexing and maintaining branch files, including files for branch staff and summer students;
- making appointments, arranging travel schedules and hotel accommodation for staff; preparing travel authorization and expense account forms, including collating receipts and verifying figures;
- providing general information in french and english on section programs in response to enquiries from other branches and the public, referring unusual enquiries to manager and staff.

3. Performs other related duties as assigned.

5%

4. Skills and Knowledge required to perform job at full working level. (Indicate mandatory credentials or licences, if applicable)

Typing and dicta to CSC standards. Good knowledge of Branch functions, programs and administrative practices. Ability to work under pressure; initiative and good judgement. Good interpersonal skills. Good communication skills in both French and English.

5. Signature		Immediate Supervisor		Day		Date		Year		Ministry Official		Day		Date		Year	
John Doe				01		10		85		Bill Smith		01		03		86	
Type Supervisor's name										Type Official's name and title							
										Branch Director							

6. Class allocation		Class title		Class code		Occupational group number		Effective date:	
Office Administration Group 06				00006		OA-OI		Day Month Year	
								10 03 86	

I have classified this position in accordance with Civil Service Commission Classification Standards. Factor point scores are as follows:

Knowledge		Skill				Judgement	Accountability	Group Leadership	Point Total
Level 2	Core	Technical Block*				Level 2	Level 1	Level -	360
	Level	1	2	3a	3b				
85	2	45	20	10	30	115	55	-	
Points		Points				Points	Points	Points	

*Blocks: 1 - Fully programmable word processing 3a - Shorthand 4 - Linguistic
2 - Touch typing 3b - Dicta

Signature of authorized evaluator		Date		Year		Type evaluator's name	
		Day Month		Year			
		10 03		86		Mary Clark, Personnel Officer	

The Factorial Analysis

As stated previously, the five factors used in the evaluation of all positions in this plan are:

Knowledge
Skill
Judgement
Accountability
Group Leadership

KNOWLEDGE FACTOR

This factor is used to measure that requirement of a position for:

"A storehouse of theoretical and practical understanding concerning facts, methods, practices, procedures, programs, regulations, theories, techniques and the like".

The factor focuses on three general areas:

- knowledge of methods and procedures including equipment and systems;
- knowledge of the incumbent's and other organizations and activities;
- knowledge of relevant acts, regulations and rules.

Factorial Analysis of Clerical Stenographer

Reviewing the duties and tasks described in the Clerical Stenographer example on the opposite page produces the following analysis of the **Knowledge** factor.

Working knowledge of office practices, section activities and procedures required to provide information on section programs, and to perform general clerical duties such as preparing travel authorization and expense account documents.



Position Specification & Class Allocation-CSC 6150 – (OAG) (Refer to back of form for completion instructions)

For CSC use only		Date received	Previous serial number	New serial number
------------------	--	---------------	------------------------	-------------------

1. Position title Clerical Stenographer		Position Code 00-1234-10	Position Identifier (See Reverse) 01
Sch. Hrs. Work (R.P.T. Posn. only)	Class sch.	Seasonal Work Period (if one or more, as applicable) Winter <input type="checkbox"/> Spring <input type="checkbox"/> Summer <input type="checkbox"/> Fall <input type="checkbox"/>	Code(s) 00-1234-10
Supersedes: Clerical Stenographer		Position Code 00-1234-10	Class title and code Clerical Stenographer 3 52004
Ministry ABC	Division XYZ		Location Toronto
Branch and Section Any	Geog. Loc. Code		
No. of places 1	Provides group leadership to: No. of positions -	No. of places -	Immediate Supervisor's title Manager, Development
		Supervisor's position code 00-1234-05	

Note: The Class Standards for the Office Administration Group evaluate positions in relation to the factors of Knowledge, Skill, Judgement, Accountability and Group Leadership. The skill factor additionally includes the following: Word Processing, Touch typing, Shorthand, Dicta, Linguistic. Positions being described should reflect these compensable factors where applicable.

2. Purpose of position (why does this position exist?)
To provide clerical and stenographic services for the manager and staff of the development section.

3. Duties and related tasks (what is employee required to do, how and why? Indicate percentage of time spent on each duty)

- Performs stenographic duties for manager and staff of development section by:
 - transcribing from dictating machine, and typing into proper format, letters, memoranda and reports;
 - **preparing routine correspondence on own initiative or from brief verbal or written instructions;**
 - typing section reports from handwritten drafts;
 - proofreading all completed work, ensuring correct format and correcting spelling and grammatical errors;
 - reading, sorting, logging and distributing incoming mail;
 - preparing mail for dispatch by checking signatures, correct addresses, inclusion of enclosures and distribution of copies.
- Performs general clerical duties by:
 - keeping up-to-date record of monies paid to consultants;
 - checking consultants' invoices to ensure correctness, referring to manager for followup;
 - preparing and typing statement of monies paid to consultants on monthly basis (statements are used to request transfer payments from another office);
- maintaining up-to-date project status file and compiling data to prepare quarterly project status reports;
- preparing requests for purchase orders;
- setting up, labelling, indexing and maintaining branch files, including files for branch staff and summer students;
- making appointments, arranging travel schedules and hotel accommodation for staff; **preparing travel authorization and expense account forms, including collating receipts and verifying figures;**
- providing general information in french and english on section programs in response to enquiries from other branches and the public, **referring unusual enquiries to manager and staff.**

3. Performs other related duties as assigned.

4. Skills and knowledge required to perform job at full working level. (Indicate mandatory credentials or licences, if applicable)

Typing and dicta to CSC standards. Good knowledge of Branch functions, programs and administrative practices. Ability to work under pressure; initiative and good judgement. Good interpersonal skills. Good communication skills in both French and English.

5. Signature	Immediate Supervisor	Date	Ministry Official	Date
		Day Month Year		Day Month Year
Type Supervisor's name			Type Official's name and title	

6. Class allocation	Class title	Class code	Occupational group number	Effective date:
				Day Month Year

I have classified this position in accordance with Civil Service Commission Classification Standards. Factor point scores are as follows:

Knowledge	Skill		Judgement	Accountability	Group Leadership	Point Total
Level 2	Core Level	Technical Block*	Level	Level	Level	
		1 2 3a 3b 4				
85	Points	Points	Points	Points	Points	

*Blocks: 1 – Fully programmable word processing 3a – Shorthand 4 – Linguistic
2 – Touch typing 3b – Dicta

Signature of authorized evaluator	Date	Type evaluator's name
	Day Month Year	

Determining Knowledge Level for Clerical Stenographer

Once the factor has been analyzed, we can determine the number of points that the Clerical Stenographer would receive for **Knowledge**.

By comparing the Clerical Stenographer's **Knowledge** factor analysis with the **Knowledge** level definition at each level on the opposite page, we can identify a match by working from the lowest to successively higher levels.

The position of Clerical Stenographer performs "**diverse work tasks**" (stenographic and general clerical) and requires "**knowledge of section activities and procedures to provide information on section programs**".

The **Knowledge** factor level therefore is Level 2 – 85 points.



Knowledge Level Definitions

Knowledge of a limited range of methods and procedures required to perform assigned straightforward tasks.

- 1 Knowledge of mechanical/electronic equipment which has few set-up and control features sufficient to perform routine production or service operations.

- 40 Knowledge of a relevant portion of branch's workflow and services
PTS sufficient to direct enquiries/provide services.

Knowledge of rules pertinent to own work activities.

Knowledge of a range of methods and procedures required to perform **diverse, routine work tasks.**

- 2 Knowledge of mechanical/electronic office equipment with many set-up and control features sufficient to perform routine production or service operations, including limited range application of word processing and similar computerized equipment.

- 85 **Knowledge of branch's activities sufficient to respond factually to routine**
PTS **enquiries from internal or external sources; may require basic knowledge of other branches'/organizations' related activities.**

Knowledge of relevant sections of regulations or manuals of administration sufficient to ensure own work is performed consistent with such requirements.

Knowledge of a broad variety of methods and procedures required to perform a series of involved or semi-routine work tasks.

Knowledge of computer terminals/program/system sufficient to interpret program/output and conduct a variety of involved searches.

- 3 Knowledge of methods, procedures relating to specialized areas such as accounting, legal proceedings, required to perform involved tasks.
- 135 Knowledge of electronic office equipment having a network of controls,
PTS such as fully programmable word processors and micro-computers, sufficient to utilize a full range of the equipment's capabilities; for word processors, this includes usage of global search and replace, graphics, mathematics (math pack), and re-formatting functions; for micro-computers, this includes usage of pre-programmed computer packages of equivalent complexity.

Knowledge of own work unit's functions sufficient to provide, to internal/external clients, comprehensive explanations of unit's services; may require general knowledge of other branches'/organizations' related activities.

Knowledge of relevant regulations, manuals of administration, sufficient to allow incumbent to resolve own work problems.

- 4
190 See class standards section for level definitions, page 11.
PTS
-

- 5
250 See class standards section for level definitions, page 11.
PTS
-

SKILL FACTOR

This factor is used to measure the requirement of a position for:

- practiced ability in the use of methods, practices, techniques, language and office equipment.

The factor is composed of two separate elements:

Core Skills common to and required in some degree in all positions. Included are skills in areas such as:

- oral/written communications
- arithmetic/mathematics
- organization of data.

Technical Skills, one or more of which may be required in addition to the core skills in certain positions, e.g. touch-typing, shorthand or dicta, linguistic.

Factorial Analysis of Clerical Stenographer

Reviewing the duties and tasks described in the Clerical Stenographer example on the opposite page produces the following analysis of the **Core Skills** factor and identifies the required **Technical Skills**.

(i) Core Skills

- Ability to prepare routine, repetitive correspondence from brief instructions and identify and correct spelling and grammatical errors in typed material. Ability to set up and maintain section files and perform straightforward arithmetic calculations in relation to invoices and accounts.

(ii) Technical Skills

- Typing and dictating machine skills to CSC standards
- Fluency in French and English.



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Ministry ABC		Division XYZ		Geos. Loc. Code	
Branch and Section Any		Location Toronto		Geos. Loc. Code	
No. of places 1	Provides group leadership to: No. of positions No. of places - -	Immediate Supervisor's title Manager, Development		Supervisor's position code 00-1234-05	

Note: The Class Standards for the Office Administration Group evaluate positions in relation to the factors of Knowledge, Skill, Judgement, Accountability and Group Leadership. The skill factor additionally includes the following: Word Processing, Touch typing, Shorthand, Dicta, Linguistic. Positions being described should reflect these compensable factors where applicable.

2. Purpose of position (why does this position exist?)

To provide clerical and stenographic services for the manager and staff of the development section.

3. Duties and related tasks (what is employee required to do, how and why? Indicate percentage of time spent on each duty)

- Performs stenographic duties for manager and staff of development section by:**
 - transcribing from dictating machine, and typing into proper format, letters, memoranda and reports;
 - preparing routine correspondence on own initiative or from brief verbal or written instructions;
 - typing section reports from handwritten drafts;
 - proofreading all completed work, ensuring correct format and correcting spelling and grammatical errors;
 - reading, sorting, logging and distributing incoming mail;
 - preparing mail for dispatch by checking signatures, correct addresses, inclusion of enclosures and distribution of copies.
- Performs general clerical duties by:**
 - keeping up-to-date record of monies paid to consultants;
 - checking consultants' invoices to ensure correctness, referring to manager for followup;
 - preparing and typing statement of monies paid to consultants on monthly basis (statements are used to request transfer payments from another office);
 - maintaining up-to-date project status file and compiling data to prepare quarterly project status reports;
 - preparing requests for purchase orders;
 - setting up, labelling, indexing and maintaining branch files, including files for branch staff and summer students;
 - making appointments, arranging travel schedules and hotel accommodation for staff; preparing travel authorization and expense account forms, including collating receipts and verifying figures;
 - providing general information in french and english on section programs in response to enquiries from other branches and the public, referring unusual enquiries to manager and staff.
- Performs other related duties as assigned.**

4. Skills and knowledge required to perform job at full working level. (Indicate mandatory credentials or licences, if applicable)

Typing and dicta to CSC standards. Good knowledge of Branch functions, programs and administrative practices. Ability to work under pressure; initiative and good judgement. Good interpersonal skills. Good communication skills in both French and English.

5. Signature	Immediate Supervisor	Date	Day	Month	Year	Ministry Official	Date	Day	Month	Year
Type Supervisor's name						Type Official's name and title				

6. Class allocation	Class title	Class code	Occupational group number	Effective date
				Day Month Year

I have classified this position in accordance with Civil Service Commission Classification Standards. Factor point scores are as follows:

Knowledge	Skill				Judgement	Accountability	Group Leadership	Point Total
Level	Core	Technical Block*			Level	Level	Level	
2	2	1	2	3a	3b	4		
85	45	20	10	30				
Points	Points	Points	Points	Points	Points	Points	Points	

*Blocks: 1 - Fully programmable word processing
2 - Touch typing
3a - Shorthand
3b - Dicta
4 - Linguistic

Signature of authorized evaluator	Date	Type evaluator's name
	Day Month Year	

Determining Skill Level for Clerical Stenographer

As stated earlier, the factor is composed of two separate elements
- **Core Skills** and **Technical Skills**.

Core Skills

To determine the number of points received for **Core Skills**, the Clerical Stenographer's **Core Skills** requirement is compared with the **Core Skills** level definition at each level. These levels are on the opposite page.

The Clerical Stenographer position "**composes routine correspondence, detects errors in typing, uses filing systems and applies arithmetic processes**". The **Core Skills** factor level therefore is **Level 2 - 45 points.**

Technical Skills

To determine the number of points received for **Technical Skills**, the Clerical Stenographer's skill requirement is compared with the **Technical Skills** set out below:

<u>(One Item Only May Be Scored In Each Block)</u>	
BLOCK ONE	
30 - PTS	Fully Programmable Word Processing (in addition to Block Two).
BLOCK TWO	
20 - PTS	Touch-Typing (CSC Standards) <ul style="list-style-type: none"> . Standard and Memory Typewriters . Teletype Machines . MT/ST-MC/ST Word Processing . Bookkeeping Machine* . Key punch Machines* . Data Entry/Computer Terminal Input*
BLOCK THREE	
30 A - PTS <u>or</u>	Shorthand (CSC Standards)
10 B -	Dictating Machine (CSC Standards)
BLOCK FOUR	
30 - PTS	Linguistic * (English/Plus One or More Other Language Requirement)

The Clerical Stenographer requires typing and dicta skills:

20 points	-	Touch Typing	(Block Two)
10 points	-	Dictating Machine	(Block Three)
30 points	-	Linguistic	(Block Four)

The **Technical Skills** factor therefore receives a total of **60 points.**

Core Skills Level Definitions

- 1 Communicate with employees, public, regarding own work activities, which are of straightforward nature, such as receiving, distributing of material;
Locate, retrieve, and refile pre-indexed files in a filing system and using related index (manual or electronic);
- 15 Record basic transactions such as receipt of mail and parcels, stocks of
PTS forms, envelopes, postage, orders for duplicating and photocopying services;
Make basic calculations such as addition, subtraction, multiplication and division, for maintaining basic records, totalling daily usage of postage, recording total requests for photocopies, etc.
-

Communicate/discuss/explain routine matters such as administrative procedures orally or in writing;

Compose routine correspondence such as acknowledgements, covering letters and memoranda following standard and/or transcribe, using acceptable grammar, spelling, punctuation and appropriate terminology;

- 2 **Detect errors in** a volume of drafts, input forms and documents for **typing**, processing or keying, and either making minor corrections or returning to source;
- 45 Sort, index, classify, store and retrieve a variety of types of documents/
PTS correspondence/records, **using filing systems** and related indices;
Apply arithmetic processes including the use of fractions, decimals and percentages in areas such as balancing cashier journals, calculating price extensions and discounts, or making employee payroll calculations.
-

Explain, orally or in writing, specific detailed matters such as new or changed regulations, procedures or "exceptions to the rule", which may require use of specialized terminology, e.g. legal, scientific;

- 3 Compose complex correspondence/reports requiring the conceptualization and expression in writing of general instructions received from principal(s);
- 95 Set up/adapt suitable, involved filing systems for the work unit to meet local
PTS requirements for information coding and filing;
Apply arithmetic principles and procedures in areas such as complex budget accounting, statistical calculations.
-

Advise on/interpret/negotiate, orally or in writing, very complex matters, policy or legislation, frequently requiring extensive use of specialized terminology such as legal, medical, technical or scientific for effective communication;

- 4 Develop original non-routine reports of a technical/analytical nature,
150 devising format suitable for presentations, submissions for senior
PTS management, etc.;

Apply complex mathematical and arithmetic concepts and techniques in areas such as statistical analysis, program evaluation and review (PERT) and financial forecasting.

JUDGEMENT FACTOR

This factor is used to measure that requirement of a position for:

- the discernment and/or assessment of conditions that arise during the course of the work performed and the making of the decisions required.

The factor is composed of four increasing levels of **Judgement** which are defined by:

- the (increasing) variety/complexity of conditions/situations requiring decisions
- the (decreasing) availability of procedures, guidelines and advice.

Factorial Analysis of Clerical Stenographer

Reviewing the duties and tasks described in the Clerical Stenographer example on the opposite page produces the following analysis of the **Judgement Factor**:

Employee exercises judgement in following appropriate procedures in dealing with the accounts payable (invoices) and other clerical tasks. Judgement is required in the arrangement of appointments, travel schedules and hotel accommodation. Employee uses own discretion in providing some information on section matters in response to inquiries from other branches and the public. Routine assignments are completed using own judgement, but guidance is sought from supervisor in non-routine situations.



Position Specification & Class Allocation-CSC 6150 - (OAG) (Refer to back of form for completion instructions)

For CSC use only		Date received	Previous serial number	New serial number
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1. Position title Clerical Stenographer		Position Code 00-1234-10		Position Identifier (See Reverse) 01
Sch. Hrs. Work (R,P,T, Posn. only)	Class sch.	Seasonal Work Period (if one or more, as applicable) Winter <input type="checkbox"/> Spring <input type="checkbox"/> Summer <input type="checkbox"/> Fall <input type="checkbox"/>		Code(s)
Supersedes Clerical Stenographer		Position Code 00-1234-10		Class title and code Clerical Stenographer 3 52004
Ministry ABC		Division XYZ		
Branch and Section Any		Location Toronto		Geog. Loc. Code
No. of places 1	Provides group leadership to: No. of positions -	No. of places -	Immediate Supervisor's title Manager, Development	
			Supervisor's position code 00-1234-05	

Note: The Class Standards for the Office Administration Group evaluate positions in relation to the factors of Knowledge, Skill, Judgement, Accountability and Group Leadership. The skill factor additionally includes the following: Word Processing, Touch typing, Shorthand, Dicta, Linguistic. Positions being described should reflect these compensable factors where applicable.

2. Purpose of position (why does this position exist?)
To provide clerical and stenographic services for the manager and staff of the development section.

3. Duties and related tasks (what is employee required to do, how and why? Indicate percentage of time spent on each duty)

- Performs stenographic duties for manager and staff of development section by:
 - transcribing from dictating machine, and typing into proper format, letters, memoranda and reports;
 - preparing routine correspondence on own initiative or from brief verbal or written instructions;
 60% - typing section reports from handwritten drafts;
 - proofreading all completed work, ensuring correct format and correcting spelling and grammatical errors;
 - reading, sorting, logging and distributing incoming mail;
 - preparing mail for dispatch by checking signatures, correct addresses, inclusion of enclosures and distribution of copies.
- Performs general clerical duties by:
 - keeping up-to-date record of monies paid to consultants;
 - checking consultants' invoices to ensure correctness, referring to manager for followup;
 - preparing and typing statement of monies paid to consultants on monthly basis (statements are used to request transfer payments from another office);
 35% - maintaining up-to-date project status file and compiling data to prepare quarterly project status reports;
 - preparing requests for purchase orders;
 - setting up, labelling, indexing and maintaining branch files, including files for branch staff and summer students;
 - making appointments, arranging travel schedules and hotel accommodation for staff; preparing travel authorization and expense account forms, including collating receipts and verifying figures;
 - providing general information in french and english on section programs in response to enquiries from other branches and the public, referring unusual enquiries to manager and staff.
- Performs other related duties as assigned.
5%

4. Skills and knowledge required to perform job at full working level. (Indicate mandatory credentials or licences, if applicable)
Typing and dicta to CSC standards. Good knowledge of Branch functions, programs and administrative practices. Ability to work under pressure; initiative and good judgement. Good interpersonal skills. Good communication skills in both French and English.

5. Signature	Immediate Supervisor	Day	Date	Ministry Official	Day	Date
			Month			Month
			Year			Year
Type Supervisor's name				Type Official's name and title		

6. Class allocation	Class title	Class code	Occupational group number	Effective date:
				Day Month Year

I have classified this position in accordance with Civil Service Commission Classification Standards. Factor point scores are as follows:

Knowledge	Skill		Judgement	Accountability	Group Leadership	Point Total
Level 2	Core	Technical Block*	Level 2	Level	Level	
85	2	1 2 3a 3b 4	115			
Points	Points	20 10 30	Points	Points	Points	

* Blocks: 1 - Fully programmable word processing
2 - Touch typing
3a - Shorthand
3b - Dicta
4 - Linguistic

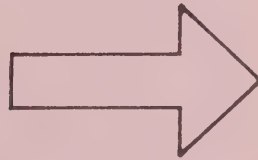
Signature of authorized evaluator	Date	Type evaluator's name
	Day Month Year	

Determining Judgement Level For Clerical Stenographer

To determine the number of points received for the **Judgement** factor, the Clerical Stenographer's **Judgement** requirement is compared with the **Judgement** factor level definition at each level. These levels are on the opposite page.

The Clerical Stenographer "**works within comprehensive guidelines and precedents (in filling out expense forms, purchase orders); carries out work assignments under general supervision and solves routines work problems and refers unusual matters to supervisor**".

The **Judgement** factor level would be Level 2 - 115 points.



Judgement Level Definitions

- | | |
|------------|--|
| 1 | Decision-making involves determining whether materials/data procedures conform to established criteria/standards or selecting minor variations in work procedures and sequence of tasks. Tasks are often repetitive. |
| 55
PTS | Work assignments, accompanied by detailed procedures, are carried out under supervision or are self-checking; these relate to the scope for judgement. |
| | The employee refers any matters not covered by procedures or instructions to the supervisor. |
| <hr/> | |
| 2 | Decision-making involves selecting the most suitable procedures/methods within comprehensive guidelines and precedents. |
| 115
PTS | Work assignments , accompanied by general procedures, are carried out under general supervision and normally are subject to only limited checking by supervisor or others upon completion; these relate to the scope of judgement. |
| | The employee solves routine work problems , seeking advice if needed and referring to the supervisor unusual matters not covered by established procedures and guidelines. |
| <hr/> | |
| 3 | Decision-making involves selecting from a wide range of choices of action the best approach to accomplish assigned objectives. |
| 180
PTS | The employee is frequently required to exercise judgement in interpreting policy and administrative directives and adapting procedures/methods to resolve ongoing difficulties and work problems. |
| | The employee is expected to make all work-related decisions, referring to the supervisor only matters that deviate radically from established guidelines or policy. |
| <hr/> | |
| 4 | Decision-making involves analysing objectives to determine the issues and problems. Judgement is exercised in interpreting the intent of policy and applying the appropriate regulations/practices, devising procedures/methods to resolve these problems. |
| | The employee is required to exercise judgement in solving non-routine problems, often where no guidelines or precedents exist. |
| 250
PTS | The employee would normally discuss with the supervisor only situations that conflict with the intent of policy before deciding on a course of action. |
-

ACCOUNTABILITY FACTOR

This factor is used to measure:

- the responsibility for the kind of actions taken and the impact (of errors) of such actions.

The factor is composed of two general areas:

- responsibility for actions taken
- responsibility for impact (of errors) of actions taken.

The two areas are complementary, with the former describing the proactive accountability and the latter describing the reactive accountability.

Factorial Analysis of Clerical Stenographer

Reviewing the duties and tasks described in the Clerical Stenographer example on the opposite page, produces the following analysis of the **Accountability** factor.

The employee provide stenographic and clerical services directed as required to the development section, being accountable for accuracy, completeness and conformity to office procedures, e.g. expense claims prepared for payment.



Position Specification & Class Allocation-CSC 6150 - (OAG) (Refer to back of form for completion instructions)

For CSC use only		Date received		Previous serial number		New serial number	
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1. Position title Clerical Stenographer				Position Code 00-1234-10		Position Identifier (See Reverse) 01	
Sch. Hrs. Work (R.P.T. Posn. only)				Class sch.		Seasonal Work Period (if one or more, as applicable.)	
				Winter <input type="checkbox"/> Spring <input type="checkbox"/> Summer <input type="checkbox"/> Fall <input type="checkbox"/>		Code(s)	
Position title Clerical Stenographer				Position Code 00-1234-10		Class title and code Clerical Stenographer 3 52004	
Ministry ABC				Division XYZ			
Branch and Section Any				Location Toronto		Geog. Loc. Code	
No. of places 1		Provides group leadership to No. of positions -		No. of places -		Immediate Supervisor's title Manager, Development	
						Supervisor's position code 00-1234-05	

Note: The Class Standards for the Office Administration Group evaluate positions in relation to the factors of Knowledge, Skill, Judgement, Accountability and Group Leadership. The skill factor additionally includes the following: Word Processing, Touch typing, Shorthand, Dicta, Linguistic. Positions being described should reflect these compensable factors where applicable.

2. Purpose of position (why does this position exist?)

To provide clerical and stenographic services for the manager and staff of the development section.

3. Duties and related tasks (what is employee required to do, how and why? Indicate percentage of time spent on each duty)

- Performs stenographic duties for manager and staff of development section by:**
 - transcribing from dictating machine, and typing into proper format, letters, memoranda and reports;
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 - 60% - typing section reports from handwritten drafts;
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 - preparing mail for dispatch by checking signatures, correct addresses, inclusion of enclosures and distribution of copies.
- Performs general clerical duties by:**
 - keeping up-to-date record of monies paid to consultants;
 - checking consultants' invoices to ensure correctness, referring to manager for followup;
 - preparing and typing statement of monies paid to consultants on monthly basis (statements are used to request transfer payments from another office);
 - 35% - maintaining up-to-date project status file and compiling data to prepare quarterly project status reports;
 - **preparing requests for purchase orders;**
 - setting up, labelling, indexing and maintaining branch files, including files for branch staff and summer students;
 - making appointments, arranging travel schedules and hotel accommodation for staff; **preparing travel authorization and expense account forms**, including collating receipts and verifying figures;
 - providing general information in french and english on section programs in response to enquiries from other branches and the public, referring unusual enquiries to manager and staff.
- Performs other related duties as assigned.

5%

4. Skills and knowledge required to perform job at full working level. (Indicate mandatory credentials or licences, if applicable)

Typing and dicta to CSC standards. Good knowledge of Branch functions, programs and administrative practices. Ability to work under pressure; initiative and good judgement. Good interpersonal skills. Good communication skills in both French and English.

5. Signature Immediate Supervisor			Date Day Month Year			Ministry Official			Date Day Month Year		
Type Supervisor's name						Type Official's name and title					

6. Class allocation		Class title		Class code		Occupational group number		Effective date: Day Month Year	
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I have classified this position in accordance with Civil Service Commission Classification Standards. Factor point scores are as follows

Knowledge	Skill				Judgement	Accountability	Group Leadership	Point Total
	Core	Technical Block*						
		1	2	3a 3b 4				
Level 2	Level 2	1	2	3a 3b 4	Level 2	Level 1	Level	
85	45	20	10	30	115	55		
Points	Points				Points	Points	Points	

*Blocks: 1 - Fully programmable word processing
2 - Touch typing
3a - Shorthand
3b - Dicta
4 - Linguistic

Signature of authorized evaluator			Date Day Month Year			Type evaluator's name		
-----------------------------------	--	--	------------------------	--	--	-----------------------	--	--

Determining Accountability Level for Clerical Stenographer

To determine the number of points received for the **Accountability** factor, the Clerical Stenographer's **Accountability** requirement is compared with the **Accountability** factor level definition at each level. These levels are on the opposite page.

The Clerical Stenographer is **"responsible for performing assigned tasks in an accurate and timely manner; providing general information to employees/ clients within established procedures and errors could normally be readily detected and corrected within the work group."**

The **Accountability** factor level would be Level 1 – 55 points.



Accountability Level Definitions

- 1 **Responsible for performing assigned task/services in an accurate and timely manner**, where the employee is accountable for following instructions.
- 55 Responsible for **providing** basic to **general** straightforward **information/**
PTS familiarization assistance **to employees/clients** (including public) **within established procedures**.

Errors could normally be readily detected and be corrected within the work group with minor loss of time and resources; serious errors would usually have an impact limited on own employee's work group.

- 2 Responsible for performing a mix of different kinds of assigned tasks/ services/assignments where the employee is accountable for their production in a co-ordinated, efficient manner.
- 115 Responsible for providing detailed and involved information/explanation/
PTS assistance to employees/clients within established procedures.

Errors could normally be readily traced and be corrected with some inconvenience and expenditure of time and resources; serious errors would usually have some impact on other work groups/clients.

- 3 Responsible for performing a significant variety of assignments/operations which are sufficiently complex that they would often require the co-ordination by employee of own activities with those of other organizations/branches, and where the employee is accountable for reaching objectives with minimal supervision.
- 180 Responsible for providing authoritative decisions/recommendations/
PTS analyses to other work groups/clients regarding own area of work, where available precedents and guidelines do not apply directly and therefore require careful interpretation.

Errors could normally be traced and corrected, but with significant expenditure of time and resources; serious errors would have significant impact on other work groups/clients.

- 4 Responsible for performing a broad variety of complex and specialized assignments/ services, generally of an administrative nature, which requires that the employee plan the co-ordination of own work program with the programs of other branches, and where the employee is accountable for the achievement of overall results.
- 250 Responsible for providing authoritative advice on areas of own speciality
PTS to other work groups/clients, where advice is of a problem-solving nature and generally where there are no guidelines/precedents available.

Errors could be difficult to trace and correct, resulting in a major expenditure of time and resources; serious errors would have major impact on other organization/work groups/clients.

GROUP LEADERSHIP FACTOR

This factor is used to recognize additional, assigned responsibilities of a position for guiding and controlling the work performed by others.

The position must be responsible for explaining procedures to and training employees in the group, establishing work priorities and assignments, checking work to ensure output meets approved requirement and standards, and following up when problems are identified.

The Clerical Stenographer used in the example has no Group Leadership responsibilities therefore it receives no additional points for this factor.

In positions that have **Group Leadership** responsibilities, additional points are allocated as follows:

LEVEL

1	
20	two to five full-time employees in group
PTS	(in addition to incumbent)
2	
50	six or more full-time employees in group
PTS	(in addition to incumbent)

Classifying the Clerical Stenographer Example

In reviewing the evaluation, the following factor levels and their assigned points were allocated to the Clerical Stenographer position.

6. Class allocation		Class title		Class code		Occupational group number		Effective date:		
Office Administration Group 06				00006		OA-OI		Day	Month	Year
								10	03	86

I have classified this position in accordance with Civil Service Commission Classification Standards. Factor point scores are as follows:

Knowledge		Skill					Judgement		Accountability		Group Leadership		Point Total	
Level	Points	Core		Technical Block *			Level	Points	Level	Points	Level	Points		
2	85	2	45	1	2	3a	3b	4	2	115	1	55	-	360
				20	10	30								

* Blocks: 1 - Fully programmable word processing 3a - Shorthand
 2 - Touch typing 3b - Dicta 4 - Linguistic

Signature of authorized evaluator			Date			Type evaluator's name		
			Day	Month	Year			
			10	03	86	Mary Clark, Personnel Officer		

The total points scored by the position determine its OAG class level. Positions whose point scores fall within a designated range of point values will be allocated to the same OAG class level.

OAG Classes and Point Ranges

	POINT RANGE	CLASS
	165	OAG-1
	166 - 199	OAG-2
	200 - 244	OAG-3
	245 - 289	OAG-4
	290 - 349	OAG-5
	350 - 414	OAG-6
	415 - 459	OAG-7
	460 - 524	OAG-8
	525 - 599	OAG-9
	600 - 699	OAG-10
	700 - 824	OAG-11
	825 - 924	OAG-12
	925 - 1060	OAG-13

The total points scored by the Clerical Stenographer position fall within the **350-414** point range and therefore the position is classified at the **OFFICE ADMINISTRATION GROUP 6 LEVEL**.

TIPS ON DESCRIBING JOBS

Regardless of the evaluation plan being used, it is important to properly describe a job's duties and responsibilities.

When preparing a position specification the **purpose of a position** section should be written as a concise statement of the overall reason(s) why the position is necessary within the organization. It should state why the position exists in terms of its goals and objectives and, therefore, its overall purpose in the organization.

The **duties and related tasks** section must present accurate, complete and current facts on position requirements as established by management. In gathering job data, therefore, one must determine:

What the employee is required to do (**DUTY**);

How the employee does it (**TASK**);

Why it must be done (clarifies **what** and **how**).

Many positions that will be reclassified in OAG, will have specifications that provide the information needed to properly allocate them. If positions require rewriting, the following questions should be addressed:

Knowledge Factor

What knowledge of methods and procedures is required to perform tasks?

What specific equipment/technology is required to perform tasks?

What knowledge is required of units'/branches' work functions and services?

What knowledge of relevant acts, regulations and rules is required and how are they applied?

Skill Factor

What oral communication skills are required to perform the work?

What written communication skills are required to perform the work?

What arithmetic/mathematical skills are required to perform the work?

What skills are required in organizing/filing data?

Judgement Factor

To what extent are decisions limited by procedures, guidelines and policies?

What kinds of judgements are required in carrying out tasks?

To what degree is work checked?

What kind of matters are referred to the supervisor?

Accountability Factor

What is the variety and complexity of tasks for which the position is responsible?

What is the nature and extent of information/advice/guidance provided to contacts?

What are the consequences of errors?

What are the group leadership responsibilities of the position?

For further assistance in describing jobs, or for information regarding any aspect of OAG, please contact your ministry's personnel branch.

Notes

Notes

DRAFT

Class Standards

This is not the official version of the OAG standards. For the official version, please see your personnel branch.



Category	Group	
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	INDEX
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Category	CATEGORY DEFINITION
OFFICE ADMINISTRATION	
<p>This Category covers positions in which the primary duties and responsibilities involve the following functional areas:</p> <ul style="list-style-type: none"> - positions which provide office services in support of office administration functions as defined in the group definition for the Office Administration Group series; - positions which provide services in a number of data processing functions including the operation of large-scale equipment designed for automated data processing purposes, related scheduling and expediting functions, quality control services and also maintenance services intended to ensure the appropriate custody and up-dating of operating instruction files; - positions which involve the verbatim reporting of court proceedings or quasi-judicial proceedings using shorthand, stenotype machine, or stenomask, and producing sustained and accurate high-speed recordings of such proceedings under courtroom conditions; - positions involved in microfilming and whiteprint equipment operations including related quality control services, associated equipment and/or supply maintenance services and ancillary filing and equipment operation services. <p>A position should not be allocated to this category if the primary duties and responsibilities are more appropriately covered by the definition of another category.</p> <p>This category contains four groups, which are:</p> <ul style="list-style-type: none"> Group I - Office Administration Group II - Data Processing Group III - Court Reporting Group IV - Microfilm and Whiteprint Operation 	

Date of Issue	Page of
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Category	Group	GROUP DEFINITION
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	<p>The Office Administration Group covers positions in which the primary duties and responsibilities involve one or more of the following:</p> <ul style="list-style-type: none">- the preparation, collection, transcription, recording, filing, cataloguing, maintenance, examination and verification of records, reports, applications, and other documents. These functions are performed either manually or by electronic processes involving the operation of equipment such as type-writers, dictating machines, word processors, micro-computers, and computer terminals;- the investigation, analysis and evaluation of situations involving interpretation and/or application of rules, regulations, policies and/or practices in order to establish eligibility and/or compliance, and/or to support specialized or semi-professional programs;- the provision of office administration services including secretarial services;- the transfer and/or processing of information and internal communications including the provision of internal mail services and the operation of office equipment for these purposes. This equipment includes: electronic data entry/keypunch equipment, telephone switchboards, teletype machines, photocopying, duplicating, and mailing equipment, calculating and bookkeeping machines and the like;- where required, the provision of any of the above services to clients/public in a language other than English. <p>A position should not be allocated to this group if the primary duties and responsibilities are more appropriately covered by the definition of another group.</p>



Category	Group	FACTOR POINT RATING PLAN																																										
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION																																											
<p><u>INTRODUCTION</u></p> <p>These standards use a point rating plan to evaluate a heterogeneous range of positions in the Office Administration Group.</p> <p>Point rating is an analytical, quantitative method of determining the relative level of positions. This point rating plan uses compensable factors which are common to the positions in the group. The plan defines several levels for each factor and establishes a point value for each level. The total point value for a position is the sum of the points corresponding to the levels of each factor as allocated by the classifier.</p> <p>Different positions with similar total point scores may have different "profiles" of factor levels. The total point value determines the classification level of the position. It is the position's requirements, as stated on the Position Specification form, that are evaluated, and not the particular qualities of the individual incumbent(s).</p> <p><u>COMPENSABLE FACTORS</u></p> <p>Five compensable factors have been selected for use in the evaluation of all the positions under this plan. While these factors may not describe every aspect of the position being evaluated, they deal with those major characteristics which can be defined, distinguished and measured in determining relative values of positions. The five factors used in the Plan are: Knowledge, Skill, Judgement, Accountability and Group Leadership; these are defined in a following section.</p> <p><u>POINT VALUES</u></p> <p>Point values increase as the level of each factor increases.</p> <table><thead><tr><th>Factors:</th><th><u>Knowledge</u></th><th><u>Skill</u></th><th><u>Judgement</u></th><th><u>Accountability</u></th><th><u>Group Leadership</u></th></tr></thead><tbody><tr><td>Level</td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>1</td><td>40</td><td>15 *</td><td>55</td><td>55</td><td>20</td></tr><tr><td>2</td><td>85</td><td>45 *</td><td>115</td><td>115</td><td>50</td></tr><tr><td>3</td><td>135</td><td>95 *</td><td>180</td><td>180</td><td>-</td></tr><tr><td>4</td><td>190</td><td>150 *</td><td>250</td><td>250</td><td>-</td></tr><tr><td>5</td><td>250</td><td>-</td><td>-</td><td>-</td><td>-</td></tr></tbody></table> <p>* Plus points for technical skills where applicable</p>			Factors:	<u>Knowledge</u>	<u>Skill</u>	<u>Judgement</u>	<u>Accountability</u>	<u>Group Leadership</u>	Level						1	40	15 *	55	55	20	2	85	45 *	115	115	50	3	135	95 *	180	180	-	4	190	150 *	250	250	-	5	250	-	-	-	-
Factors:	<u>Knowledge</u>	<u>Skill</u>	<u>Judgement</u>	<u>Accountability</u>	<u>Group Leadership</u>																																							
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5	250	-	-	-	-																																							



Category	Group	FACTOR POINT RATING PLAN
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USE OF STANDARD

The following steps are to be taken in applying the class standards.

- (i) Study the position specification in its entirety to gain an understanding of the position as a whole. This study includes a consideration of the organizational structure and location in which the position exists.
- (ii) Determine that the position meets, first, the criteria for inclusion in the Office Administration Category, and, second, the criteria for inclusion in the Office Administration Group. This requires reference to the definitions of the Category and the Group.
- (iii) Working from the lowest level, compare each factor in the subject position with the factor level definitions at each successive level until a "match" is identified.
- (iv) Review comparisons also with level definitions above and below the ones tentatively established for each factor. Note that, while few "match" precisely with any one level description in a factor, the use of a "best-fit" approach should enable an allocation at the appropriate level (see definition of "best-fit", following).
- (v) To appreciate more fully the relationship of the factor/level definition to a whole job, comparisons should be made to relevant Example Positions. These have been included in the Standards to exemplify the levels and to illustrate relationships among factors (see explanation of "Example Positions", following).
- (vi) Add the point values for each factor level selected to determine the total point value.

"BEST-FIT" APPROACH TO EVALUATION

This approach is employed when a position meets the series inclusion criteria but either:

- cannot be readily related to specific statements in the factor level definitions; or,
- can apparently be related to more than one statement at more than one level, and does not fully relate to any one level definition.

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Category	Group	FACTOR POINT RATING PLAN
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<p>Faced with the first problem, the evaluator must apply all available evidence related to the position in question and after interpreting it in terms relevant to the level descriptions eliminate those levels which are clearly not appropriate; e.g. in terms of Judgement, the position is clearly neither at level 2 (too weak) nor is it at level 4 (too strong); the evaluator then "best-fits" the position in terms of Judgement at level 3.</p> <p>Faced with the second problem, the evaluator should allow the position to receive the benefit of the doubt and be assigned to the higher evaluation level only if the higher level requirement is integral to the functioning of the position. Determination as to whether this is appropriate involves deciding whether removal of the higher level requirement would change the nature or character of the position. Occasional "higher" level requirements of an incidental nature and not integral to the functioning of the position should not result in an evaluation higher than that which would otherwise have been made.</p> <p><u>EXAMPLE POSITIONS</u></p> <p>Example Positions are an integral part of the class standards; the function of the Example Positions is:</p> <ul style="list-style-type: none">• to exemplify the levels of the various factors and thus assist the evaluator's understanding.• to illustrate the evaluation process as it is applied to the whole position. Only by reference to the Examples can one see the overall relationships among the compensable factors. There is <u>generally</u> a balance between a position's input requirements (Knowledge, Skill) and output requirements (Judgement, Accountability). The Examples exemplify some of the variations possible.• to illustrate the application of the various levels of the Factor Standards in working situations.		
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Category	Group	FACTOR POINT RATING PLAN
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	
<p><u>Structure of the Example Positions</u></p> <p>Each Example Position is described in terms of:</p> <ul style="list-style-type: none">• statement of purpose,• summary of duties and responsibilities,• descriptive analysis of each of the compensable factors, i.e. Knowledge, Skill (Core and Technical), Judgement, Accountability, and Group Leadership (where applicable). <p>Each position has been evaluated factorially and the relevant point values assigned have been shown.</p> <p><u>How to Use the Examples</u></p> <p><u>NOTE:</u> For evaluation purposes, primary significance is attached to the factor level definitions.</p> <p>The Examples are designed to supplement the factor level definitions, and should be used to obtain an improved appreciation of the meaning and intent of these definitions. In no instance should a factorial description in an Example be used to support an evaluation which is not generally supported by the factor level definition.</p> <p><u>DETERMINATION OF CLASS LEVEL</u></p> <p>The total value of job evaluation points assigned to the position determines the class level to which the position will be allocated. Positions which fall within a designated range of point values will be allocated to the same classification level.</p> <p>At the lower levels, smaller point differentials between class levels have been established to recognize smaller differences, primarily the presence of various technical skills. At the higher levels, where technical skills are relatively less significant, larger point differentials are used to recognize the more significant differences in association with the more senior responsibilities.</p>		



Category	Group	LEVELS
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	
<u>CLASSES AND POINT RANGES</u>		
	<u>Class</u>	<u>Point Range</u>
	OA-1	165
	OA-2	166 - 199
	OA-3	200 - 244
	OA-4	245 - 289
	OA-5	290 - 349
	OA-6	350 - 414
	OA-7	415 - 459
	OA-8	460 - 524
	OA-9	525 - 599
	OA-10	600 - 699
	OA-11	700 - 824
	OA-12	825 - 924
	OA-13	925 - 1060



Category	Group	FACTOR DEFINITION
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	KNOWLEDGE
<p>The "knowledge" factor is used to measure that requirement of a position for:</p> <p>a storehouse of theoretical and practical understanding concerning facts, methods, practices, procedures, programs, regulations, theories, techniques, and the like.</p> <p><u>Factor Composition</u></p> <p>The factor is composed of five increasing levels of "Knowledge". The factor focuses on three general areas: knowledge of methods and procedures including equipment and systems, knowledge of the incumbent's and other's organizations and activities, and knowledge of relevant acts, regulations, and rules. Some degree of knowledge of these areas would be required to carry out the duties of a position being evaluated. Each separate sentence or criterion within each level is treated on an "and/or" basis. Therefore, it is not expected that a position would meet all the criteria of a level, but the selected level should represent the "best-fit" as compared with both the levels preceding and following (where applicable).</p> <p><u>Factor Glossary</u></p> <ul style="list-style-type: none">• <u>branch</u>: that part of the organizational structure, usually under the supervision of a "Director" and designated a "Branch", having major program responsibilities. (In some instances, equivalencies have to be considered, particularly in field or institutional operations, and the analyst would have to substitute "District Office", "Regional Office", "Administration Office" to obtain an equivalency to "branch". In rare instances, a "branch" could be far too large or too small to fall within the normal concept of a "branch" in the Ontario Public Service, and again, the term must be interpreted accordingly).• <u>unit</u>: that part of an organization (smaller than a branch) which contains, in the case of "own unit", the occupant of the position under review, co-workers in the same position and/or other positions doing related work, and where applicable, their common leader, (e.g. an Accounts Payable section).• <u>routine</u>: commonplace or repetitious, in accordance with established procedures.• <u>semi-routine</u>: partly repetitious, more demanding and less straightforward than "routine".• <u>involved</u>: more difficult to deal with because of complexity or lack of prescribed procedures.• <u>very involved</u>: a notably higher degree than "involved", describing complicated interrelated work problems for which there may be no prescribed solution.		

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Category	Group	FACTOR DEFINITION
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	KNOWLEDGE
<ul style="list-style-type: none">• <u>complex</u>: similar in strength to "very involved", but applying to a somewhat broader group of responsibilities. "Complexity" indicates that the degree and nature of the relationship is imperfectly known and not easily determined, thereby making it very challenging to exercise the knowledge required to carry out such "complex duties".• <u>specialized</u>: those methods, procedures, areas of work which are designed for one particular occupation or purpose, which in turn requires a greater and more intensive degree of knowledge to perform.• <u>advanced specialized</u>: a discernable degree higher than "specialized", wherein a further degree of breadth and depth of knowledge is required to perform the such "advanced specialized methods and practices". This has been equated to the term "semi-professional", indicating a level of sophistication falling short of "professional", but often involving work in close support of a "professional" or equivalent.• <u>mechanical/electronic equipment</u>: major types of equipment used directly to meet the office needs of the organization (listed in increasing hierarchical order):<ul style="list-style-type: none">(i) having few set up and control features: equipment such as photo-copiers, addressing machines, electric typewriters, teletype machines, electric postage meters and mailing equipment, telephone switchboards, bookkeeping machines;(ii) having many set up and control features: equipment such as electronic memory typewriters, magnetic tape/card typewriters, electronic data entry equipment, computer terminals and micro-computers used for routine input/output purposes, (such as bookkeeping, electronic filing, updating/extracting information from OHIP/Driver/Vehicle/Court/Property records), keypunch equipment;(iii) having a network of controls: complex software/hardware systems combinations such as word processing programs on word processing equipment or micro-computers, or computer-linked electronic type-setting terminals for publishing purposes. A network of operator and software controlled instructions permit the operator to direct the complex manipulation of electronically stored data with such broad applications including rearranging and reformatting text, generating graphics, operating package programs (e.g. math pack) and interfacing with mainframe computer data bases.		



Category	Group	FACTOR DEFINITION
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	KNOWLEDGE
LEVEL		
	Knowledge of a limited range of methods and procedures required to perform assigned straightforward tasks.	
1	Knowledge of mechanical/electronic equipment which has few set up and control features sufficient to perform routine production or service operations.	
40 PTS.	Knowledge of a relevant portion of branch's workflow and services sufficient to direct enquiries/provide services.	
	Knowledge of rules pertinent to own work activities.	
	Knowledge of a range of methods and procedures required to perform diverse, routine, work tasks.	
2	Knowledge of mechanical/electronic office equipment with many set up and control features sufficient to perform routine production or service operations, including limited range application of word processing and similar computerized equipment.	
85 PTS.	Knowledge of branch's activities sufficient to respond factually to routine enquiries from internal or external sources; may require basic knowledge of other branches'/organizations' related activities.	
	Knowledge of relevant sections of regulations or manuals of administration sufficient to ensure own work is performed consistent with such requirements.	
	Knowledge of a broad variety of methods and procedures required to perform a series of involved or semi-routine work tasks.	
	Knowledge of computer terminals/program/system sufficient to interpret program/output and conduct a variety of involved searches.	
3	Knowledge of methods, procedures relating to specialized areas such as accounting, legal proceedings, required to perform involved tasks.	
135 PTS.	Knowledge of electronic office equipment having a network of controls, such as fully programmable word processors and micro-computers, sufficient to utilize a full range of the equipment's capabilities; for word processors, this includes usage of global search and replace, graphics, mathematics (math pack), and re-formatting functions; for micro-computers, this includes usage of pre-programmed computer packages of equivalent complexity.	
	Knowledge of own work unit's functions sufficient to provide, to internal/external clients, comprehensive explanations of unit's services; may require general knowledge of other branches'/organizations' related activities.	
	Knowledge of relevant regulations, manuals of administration sufficient to allow incumbent to resolve own work problems.	
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Category	Group	FACTOR DEFINITION
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	KNOWLEDGE
<p>Knowledge of specialized methods and procedures required to perform very involved work tasks.</p> <p>4 Knowledge of complex office computer systems/components sufficient to control and develop program input/output.</p> <p>190 PTS. Knowledge of branch's programs and activities sufficient to provide to internal/external clients comprehensive explanations re programs/services of branch; may require good knowledge of other branches'/organizations' related programs.</p> <p>Knowledge and understanding of content of acts, regulations, manuals applying to own and related other jobs sufficient to ensure consistent application to work problems, and where necessary, knowledge of legislation in other jurisdictions where program interface occurs.</p>		
<p>Knowledge of advanced specialized or semi-professional methods and practices required to perform complex duties providing direct services to clients and/or to participate with a professional/administrator in program/service delivery in specialized areas such as legal/medical administration, scientific/professional research, public/social administration programs.</p> <p>5</p> <p>250 PTS. Knowledge of branch's programs, activities and office procedures, sufficient to develop detailed operating procedures; may require detailed knowledge of other organizations' related programs.</p> <p>Knowledge and understanding of both content and intent of acts, regulations, manuals sufficient to ensure compliance, investigate or mediate disputes, and where necessary, knowledge of specific legislation in other jurisdictions where extensive program interface occurs.</p>		

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Category	Group	FACTOR DEFINITION
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	SKILL
<p>The "Skill" factor is used to measure the requirement of a position for:</p> <p>— practiced ability in the use of methods, practices, techniques, language, and office equipment.</p> <p>"Skill" is a learned power of doing something competently; it is the ability to use one's knowledge, dexterity or co-ordination effectively.</p> <p><u>Factor Composition</u></p> <p>The factor is composed of two separate elements, "core" and "technical" skills, as follows:</p> <p>(a) four increasing levels of "core" skills which are common to and required in some degree in all positions. Included are skills in areas such as oral/written communication, arithmetic/mathematics and organization of data. The appropriate level of "core" skills is determined by comparing the requirements of a position for these skills with each of the levels described in the standard, and making the allocation on a best-fit basis.</p> <p>(b) a number of "technical" skills, one or more of which may be required in addition to the core skills in certain positions.</p> <p>The "technical" skills are grouped in "blocks" according to their similarities.</p> <p>The "blocks", in turn are graded according to their relative complexity.</p> <p>To qualify for scoring, a "technical" skill must be stated as a requirement in a position specification, and it must be required at an appropriately accomplished level, such as to CSC standards; the skill would also be required to be used on a regular basis.</p> <p>Note that the technical skills within each Block have equal value except in Block 3 where each skill has a different value and only one of the two possible scores can be selected. <u>The credit for skills in any one Block are not cumulative within that Block.</u></p> <p>Credit can be given for <u>only</u> one technical skill from each "Block", but the scores from two or more blocks may be added together.</p> <p>Block 1 recognizes the higher level of conceptual skill requirement of Fully Programmable Word Processing (over limited programmable word processing or other electronic equipment) wherein the operator is required to carry out independently ongoing work assignments through a great variety of software commands.</p>		

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Category	Group	FACTOR DEFINITION
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	SKILL
<p><u>Factor Composition</u> (continued)</p> <p>Examples:</p> <ul style="list-style-type: none">• A position requiring <u>touch-typing</u> on a typewriter and on a data entry terminal, <u>shorthand</u> and <u>dictating machine</u> skills would be credited with only 20 points for Block 2 and 30 points for Block 3.• A position requiring fully programmable <u>word processing</u>, <u>touch-typing</u>, and <u>dictating machine</u> skills would be credited with a total of 60 points for Blocks 1, 2 and 3 (30 + 20 + 10 points respectively).• A position requiring input to a Computer Terminal but not requiring touch-typing skills to CSC standards or where input is on an occasional basis, <u>cannot</u> be credited with points for this requirement. <p><u>Factor Glossary:</u></p> <p><u>Basic</u> - elementary work requiring the application or use of a minimum level of skills.</p> <p><u>Unit/Work unit</u> - that part of an organization which would include the occupant of the position, co-workers in the same position and/or other positions doing related work and, where applicable, their group leader; e.g. a payroll section.</p> <p><u>Complex</u> - a group of related matters of which the degree and nature of the relationship is imperfectly known and not easily determined.</p> <p><u>Routine</u> - commonplace or repetitious, in accordance with established procedures.</p> <p><u>Non-routine</u> - unique - of uncommon character, neither repetitious nor commonplace.</p> <p><u>Word processing</u> - the production of typed/printed documents using automated equipment to type and edit text. Two distinct means of word processing have been identified, requiring two different levels of skill:</p> <p>(i) Limited Programmable Word Processing</p> <p>This term identifies office typing machines with magnetic memory (tape, card, or electronic) devices and limited programmable features that enable the operator to recall typed material for corrections, changes and production of "original" quality copies. Touch-typing to CSC standard is required. Equipment examples include magnetic tape/card, and electronic typewriters.</p>		

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Category	Group	FACTOR DEFINITION
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Factor Glossary: (continued)

(ii) Fully Programmable Word Processing

This term refers to word processing systems and equipment in which complex programs are accessed by operator keyed commands. This permits greater creativity by the operator and makes higher skill demands to utilize such advanced electronic programs as: editing and re-arranging text and format, paginating, generating graphics, operating package programs and interfacing with computer data bases. All material is displayed and manipulated on a visual display terminal (VDT) prior to being printed on a free-standing or built-in printer.

Also included, for the purpose of this factor, is the equivalent level of skill used to operate computer-linked electronic typesetting terminals using similar editing/formatting functions, where required by a position.

Note: Normally, an operator carrying out fully programmable word processing would use equipment specifically designed for this purpose, however, the operator could carry out the same functions using a word processing program disk inserted into a micro-computer and a printer.

Linguistic - for the purpose of this factor where the position specification requires fluency in any other language(s) in addition to fluency in English.



Category	Group	FACTOR DEFINITION
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	SKILL
(A) <u>CORE SKILLS</u> (ALL POSITIONS)		
<u>LEVEL</u>		
Requires skills to:		
1 15 PTS.	-	Communicate with employees, public, regarding own work activities, which are of straightforward nature, such as receiving, distributing of material;
	-	Locate, retrieve, and re-file pre-indexed files in a filing system and using related index (manual or electronic);
	-	Record basic transactions such as receipt of mail and parcels, stocks of forms, envelopes, postage, orders for duplicating and photocopying services;
	-	Make basic calculations such as addition, subtraction, multiplication and division, for maintaining basic records, totalling daily usage of postage, recording total requests for photocopies, etc.
Requires skills to:		
2 45 PTS.	-	Communicate/discuss/explain routine matters such as administrative procedures orally or in writing;
	-	Compose routine correspondence such as acknowledgements, covering letters and memoranda following standard guides and/or transcribe, using acceptable grammar, spelling, punctuation and appropriate terminology;
	-	Detect errors in a volume of drafts, input forms and documents for typing, processing or keying, and either making minor corrections or returning to source;
	-	Sort, index, classify, store and retrieve a variety of types of documents/correspondence/records, using filing systems and related indices;
Apply arithmetic processes including the use of fractions, decimals and percentages in areas such as balancing cashier journals, calculating price extensions and discounts, or making employee payroll calculations.		
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Category	Group	FACTOR DEFINITION
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	SKILL
(A) <u>CORE SKILLS</u> (ALL POSITIONS) (cont'd)		
<u>LEVEL</u>		
Requires skills to:		
3 95 PTS.	-	Explain orally or in writing on specific detailed matters such as new or changed regulations, procedures or "exceptions to the rule", which may require use of specialized terminology (e.g. legal, scientific);
	-	Compose complex correspondence/reports requiring the conceptualization and expression in writing of general instructions received from principal(s);
	-	Set-up/adapt suitable involved filing systems for the work unit to meet local requirements for information coding and filing;
	-	Apply arithmetic principles and procedures in areas such as complex budget accounting, statistical calculations;
Requires skills to:		
4 150 PTS.	-	Advise/interpret/negotiate orally or in writing on very complex matters, policy, or legislation, frequently requiring extensive use of specialized terminology such as legal, medical, technical or scientific for effective communication;
	-	Develop original non-routine reports of a technical/analytical nature, devising format suitable for presentations, submissions for senior management, etc.;
	-	Apply complex mathematical and arithmetic concepts and techniques in areas such as statistical analysis, program evaluation and review (PERT) and financial forecasting.
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Category	Group	FACTOR DEFINITION
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	SKILL
<p>(B) <u>TECHNICAL SKILLS</u> (WHERE APPLICABLE)</p> <p>(ONE ITEM ONLY MAY BE SCORED IN EACH BLOCK)</p> <div><p style="text-align: center;"><u>BLOCK ONE</u></p><div><div>30</div><div>- FULLY PROGRAMMABLE WORD PROCESSING</div><div>PTS. (in addition to Block Two)</div></div></div> <div><p style="text-align: center;"><u>BLOCK TWO</u></p><div><div>20</div><div>- TOUCH-TYPING (CSC STANDARDS)<ul style="list-style-type: none">STANDARD AND MEMORY TYPEWRITERSTELETYPE MACHINESMT/ST-MC/ST WORD PROCESSINGBOOKKEEPING MACHINE*KEYPUNCH MACHINES*DATA ENTRY/COMPUTER TERMINAL INPUT*</div><div>PTS.</div></div></div> <div><p style="text-align: center;"><u>BLOCK THREE</u></p><div><div>30</div><div>A - SHORTHAND (CSC Standards)</div><div>PTS. <u>OR</u></div></div><div><div>10</div><div>B - DICTATING MACHINE (CSC Standards)</div><div></div></div></div> <div><p style="text-align: center;"><u>BLOCK FOUR</u></p><div><div>30</div><div>LINGUISTIC * (ENGLISH/PLUS ONE OR MORE OTHER LANGUAGE REQUIREMENT)</div><div>PTS.</div></div></div> <p>NOTE: The total score for this factor is the sum of the points given for the appropriate level of "core" skills and points added for required "technical" skills where applicable.</p> <p style="text-align: right;">*MINISTRY STANDARDS IF NO CSC STANDARDS APPLICABLE</p>		

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Category	Group	FACTOR DEFINITION
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	JUDGEMENT
<p>The "Judgement" factor is used to measure that requirement of a position for:</p> <ul style="list-style-type: none">- the discernment and/or assessment of conditions which arise during the course of the work performed, and the making of the decisions required. <p><u>Factor Composition</u></p> <p>The factor is composed of four increasing levels of "Judgement" which are defined by:</p> <ul style="list-style-type: none">- the (increasing) variety/complexity of conditions/situations requiring decisions;- the (decreasing) availability of procedures, guidelines and advice. <p>The appropriate level of this factor is determined by comparing the requirements of a position for making judgements/decisions with the above definitions and making the allocation on a "best-fit" basis.</p> <p><u>Factor Glossary</u></p> <p><u>Supervision:</u> The position consists of tasks well covered by clearly defined requirements. Supervision is available for resolving difficulties in completing work or for matters not covered by the established requirements.</p> <p><u>General Supervision:</u> The position has duties and responsibilities covered within a framework of guidelines and requirements and calling for considerable functional independence in the completion of assignments.</p> <p><u>Practices:</u> The customary action taken in meeting the demands of the situation; the usual way of doing something.</p> <p><u>Procedures:</u> A series of established steps to be followed in a regular definite order.</p> <p><u>Standards:</u> Specific requirements against which work can be measured for quality and quantity.</p> <p><u>Criteria:</u> Specific requirements against which actions can be assessed for appropriateness.</p> <p><u>Routine:</u> Commonplace or repetitious, in accordance with established procedures.</p> <p><u>Non-routine:</u> Work needs, content, or subject matter, are of unique or uncommon character; not repetitious or commonplace.</p> <p><u>Comprehensive:</u> Covering completely or broadly.</p> <p><u>Guidelines:</u> Indications or outlines of policy, conduct, methods, procedures.</p>		

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Category	Group	FACTOR DEFINITION
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	JUDGEMENT
<p><u>Precedent:</u> Something said or done earlier that may serve as an example or rule for subsequent similar actions.</p> <p><u>Administrative Directive:</u> An authoritative instruction or order issued by a high level body or official.</p> <p><u>Policy:</u> The organization's approved course or method of action to guide and determine present and future decisions.</p>		

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Category	Group	FACTOR DEFINITION
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	JUDGEMENT
<u>LEVEL</u>		
1	55 PTS.	<p>Decision-making involves determining whether materials/data procedures conform with established criteria/standards or selecting minor variations in work procedures and sequence of tasks. Tasks are often repetitive.</p> <p>Work assignments, accompanied by detailed procedures, are carried out under supervision or are self-checking; these relate to the scope for judgement.</p> <p>The employee refers any matters not covered by procedures or instructions to the supervisor.</p>
2	115 PTS.	<p>Decision-making involves selecting the most suitable procedures/methods within comprehensive guidelines and precedents.</p> <p>Work assignments, accompanied by general procedures, are carried out under general supervision and normally are subject to only limited checking by supervisor or others upon completion; these relate to the scope for judgement.</p> <p>The employee solves routine work problems, seeking advice if needed and referring to the supervisor unusual matters not covered by established procedures and guidelines.</p>
3	180 PTS.	<p>Decision-making involves selecting from a wide range of choices of action the best approach to accomplish assigned objectives.</p> <p>The employee is frequently required to exercise judgement in interpreting policy and administrative directives and adapting procedures/methods to resolve on-going difficulties and work problems.</p> <p>The employee is expected to make all work-related decisions, referring to the supervisor only matters that deviate radically from established guidelines or policy.</p>
4	250 PTS.	<p>Decision-making involves analysing objectives to determine the issues and problems. Judgement is exercised in interpreting the intent of policy and applying the appropriate regulations/practices, devising procedures/methods to resolve these problems.</p> <p>The employee is required to exercise judgement in solving non-routine problems, often where no guidelines or precedents exist.</p> <p>The employee would normally discuss with the supervisor only situations that conflict with the intent of policy before deciding on a course of action.</p>
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Category	Group	FACTOR DEFINITION
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	ACCOUNTABILITY
<p>The "Accountability" factor is used to measure: the responsibility for the kind of actions taken and the impact (of errors) of such actions.</p> <p><u>Factor Composition</u></p> <p>The factor is composed of four increasing levels of "Accountability" under two general areas:</p> <ul style="list-style-type: none">- responsibility for actions taken;- responsibility for impact (of errors) of actions taken. <p>The two areas are complementary, with the former describing the pro-active accountability and the latter describing the reactive accountability.</p> <p>The statements in each level are to be read in an "and/or" sense and the allocation of the appropriate level of a position's accountability made on a best-fit basis.</p> <p>The "impact" should not be a rare or "far-fetched" occurrence that a position might cause, but an impact that is practically ensured given the level of responsibility that the position has in the organization. For the purpose of this factor, it must be assumed that the others in the incumbent's organization and interrelated organizations are competently carrying out their assigned checking, controlling, supervising, auditing roles.</p> <p><u>Factor Glossary</u></p> <p><u>General</u> - (information) concerned with the main elements rather than particular details and/or exceptions.</p> <p><u>Authoritative</u> - this indicates a large degree of finality to anything (such as decisions or advice) dealt with in an "authoritative" manner. The person doing so has the approval of the manager(s) of the organization to deal in this manner. Such actions or information would not likely be countermanded or contradicted.</p> <p><u>Complex</u> - a group of related matters of which the degree and nature of the relationship is imperfectly known and not easily determined.</p> <p><u>Clients</u> - persons, groups, agencies, both in the Public Service and the public at large who are served or utilize the services provided.</p>		

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Category	Group	FACTOR DEFINITION
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	ACCOUNTABILITY
LEVEL		
1	Responsible for performing assigned task/services in an accurate and timely manner, where the employee is accountable for following instructions.	
55 PTS.	Responsible for providing basic to general straightforward information/familiarization/assistance to employees/clients (including public) within established procedures. Errors could normally be readily detected and be corrected within the work group with minor loss of time and resources; serious errors would usually have an impact limited to own employee's work group.	
2	Responsible for performing a mix of different kinds of assigned tasks/services/assignments where the employee is accountable for their production in a co-ordinated, efficient, manner.	
115 PTS.	Responsible for providing detailed and involved information/explanation/assistance to employees/clients within established procedures. Errors could normally be readily traced and be corrected with some inconvenience and expenditure of time and resources; serious errors would usually have some impact on other work groups/clients.	
3	Responsible for performing a significant variety of assignments/operations which are sufficiently complex that they would often require the co-ordination by employee of own activities with those of other organizations/branches, and where the employee is accountable for reaching objectives with minimal supervision.	
180 PTS.	Responsible for providing authoritative decisions/recommendations/analyses to other work groups/clients regarding own area of work, where available precedents and guidelines do not apply directly and therefore require careful interpretation. Errors could normally be traced and corrected, but with significant expenditure of time and resources; serious errors would have significant impact on other work groups/clients.	
4	Responsible for performing a broad variety of complex and specialized assignments/services, generally of an administrative nature, which requires that the employee plan the co-ordination of own work program with the programs of other branches, and where the employee is accountable for the achievement of overall results.	
250 PTS.	Responsible for providing authoritative advice on areas of own specialty to other work groups/clients, where advice is of a problem-solving nature and generally where there are no guidelines/precedents available. Errors could be difficult to trace and correct, resulting in a major expenditure of time and resources; serious errors would have major impact on other organizations/work groups/clients.	
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Category	Group	FACTOR DEFINITION
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	GROUP LEADERSHIP
<p>The "Group Leader" factor is used to recognize additional, assigned responsibilities of a position for guiding and controlling the work performed by others.</p> <p>To be eligible for evaluation in terms of this factor the employee in the position must be responsible for explaining procedures to and training employees in the group, establishing work priorities and assignments, checking work to ensure output meets approved requirements and standards, and following up when problems are identified.</p> <p>Where employees carry out some but not all of these duties, such duties are to be considered along with the other duties and responsibilities of the position when assessing the position against the other factors in the plan.</p> <p><u>Factor Composition:</u></p> <p>This factor is composed of two levels based on the number of employees in the group.</p> <p>In establishing the number of employees in the group, the evaluator should consider all full-time employees. Part-time employees other than occasional employees and/or students should also be considered. The number of these is determined by pro-rating their service over the calendar year and then rounding the total amount of service to the nearest whole year.</p>		

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Category	Group	FACTOR DEFINITION
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	GROUP LEADERSHIP
<div><div><div>LEVEL</div><div>1</div><div><div>20 PTS.</div></div><div>two to five full-time employees in group (in addition to incumbent)</div></div><div><div>2</div><div><div>50 PTS.</div></div><div>six or more full-time employees in group (in addition to incumbent)</div></div></div>		

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OFFICE ADMINISTRATION GROUP
EXAMPLE POSITIONS



Category	Group	ALPHABETIC CODE INDEX																																																																					
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION																																																																						
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Ontario

Civil
Service
Commission

CLASS STANDARDS

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Category	Group	CLASS LEVEL INDEX																																																																					
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION																																																																						
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Category		Group				FACTOR INDEX			
OFFICE ADMINISTRATION		OFFICE ADMINISTRATION							
FACTOR	Knowledge	Skill		Judgement	Account-ability	Group Leadership			
		Core	Tech						
LEVEL			1	2	3	4			
1	C D F H K V	C		A G Q I	A G Q I		C D E F H K L V	A C D E F H J K L V	R
2	A E I L	A B D E F G H I J K L M N V T	J N	J N			A B G I J M O Q T	B G I M N O Q T	O S
3	B G J M N O T	N O P Q				T	N P S U	P S U	
4	P Q	R S U					R	R	
5	R S U								



Category	Group	Example Code
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	A
Position Title	Number of Incumbents	Group Leadership
Clerical Stenographer	1	
Supervisor's Title	Positions	Employees
Manager, Development		

Purpose of Position

To provide clerical and stenographic services for the manager and staff of the Development Section.

Summary of Duties and Responsibilities

1. Performs stenographic duties for manager and staff of Development Section, by:

- transcribing from dictating machine, and typing into proper format, letters, memoranda and reports;
 - preparing routine correspondence on own initiative or from brief verbal or written instructions (e.g. acknowledgements, covering letters, requests for publications);
- 60%
- typing Section reports from handwritten drafts;
 - proofreading all completed work, ensuring correct format and correcting spelling and grammatical errors;
 - reading, sorting, logging and distributing incoming mail;
 - preparing mail for dispatch by checking signatures, correct addresses, inclusion of enclosures and distribution of copies.

2. Performs general clerical duties, by:

- keeping up-to-date record of monies paid to consultants;
 - checking consultants' invoices to ensure correctness, referring to manager for follow-up;
 - preparing and typing statement of monies paid to consultants on monthly basis (statements are used to request transfer payments from another office);
- 35%
- maintaining up-to-date project status file and compiling data to prepare quarterly project status reports;
 - preparing requests for purchase orders;
 - setting up, labelling, indexing and maintaining branch files, including files for branch staff and summer students;
 - making appointments, arranging travel schedules and hotel accommodation for staff; preparing travel authorization and expense account forms, including collating receipts and verifying figures;
 - providing general information on Section programs in response to enquiries from other branches and the public, referring unusual enquiries to manager and staff.

3. Performs other related duties, such as:

- 5% - as assigned.

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CLASS STANDARDS - EXAMPLE POSITION

Category	Group	Example Code
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	A

FACTORIAL ANALYSIS

Knowledge

Working knowledge of office practices, Section activities and procedures required to provide information on Section programs, and to perform general clerical duties such as preparing travel authorization and expense account documents.

Skill

(A) Core - Ability to prepare routine, repetitive correspondence from brief instructions and identify and correct spelling and grammatical errors in typed material. Ability to set up and maintain Section files and perform straightforward arithmetic calculations in relation to invoices and accounts.

(B) Technical - Typing and dictating machine skills to CSC standards.

Judgement

Employee exercises judgement in following appropriate procedures in dealing with the accounts payable (invoices) and other clerical tasks. Judgement is required in the arrangement of appointments, travel schedules and hotel accommodation. Employee uses own discretion in providing some information on section matters in response to inquiries from other branches and the public. Routine assignments are completed using own judgement, but guidance is sought from supervisor in non-routine situations.

Accountability

The employee provides stenographic and clerical services directed as required to the Development Section, being accountable for accuracy, completeness and conformity to office procedures (e.g. expense claims prepared for payment).

Evaluation

FACTOR	LEVEL	POINTS
Knowledge	2	85
Skill - Core	2	45
- Technical	-	30 (typing and dicta)
Judgement	2	115
Accountability	1	55
Group Leadership	-	-
TOTAL		330 OA-5

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Category	Group	Example Code	
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	B	
Position Title	Number of Incumbents	Group Leadership	
Regional Accounts Payable Clerk	1		
Supervisor's Title		Positions	Employees
Accounting Supervisor			

Purpose of Position

To process invoices for payment and maintain related accounts payable records within a regional office.

Summary of Duties and Responsibilities

1. Processes invoices for payment by performing duties such as:

- checking approximately 40 invoices daily, from suppliers, for accuracy by comparing to purchase orders and receiving reports for proper prices, terms, taxes, freight, etc.; contacting stores, purchasing and other department heads and suppliers, as required, to resolve discrepancies, ensuring that ministry procedures regarding invoices have been adhered to;
- inspecting WCB invoices for proper coding by payroll department;
- checking invoices for receiving dates to ensure all invoices are processed within required time limits, ensuring discounted invoices are promptly forwarded to accountable warrant clerk to take advantage of discounts;
- 75% - completing the "recommended for payment" stamp by entering vendor numbers as per vendor listing, hospital and department codes and common object codes; ensuring that for split codes correct vendor numbers are applied and breakdowns in amounts are correct according to department codes;
- obtaining signatures for receipt of repairs from appropriate department heads and coding invoices according to specific departments;
- preparing invoices for payment through central accounting by preparing adding machine tapes totalling invoices, noting list number of FSB113 spread listings and forwarding invoices to typist for typing; ensuring WCB invoices, U.S. invoices and agency personnel invoices are submitted on separate spread sheets;
- checking typed listings for accuracy;
- forwarding original spread listings and invoices to supervisor for scrutiny and signature and copies to budget officer for coding and posting; stamping facility copies of invoices with batch numbers;
- obtaining certification from supervisor for invoices over 60 days old (stale-dated) to verify that invoices have not been previously paid;
- requesting credit notes when required, by telephoning or writing suppliers, ensuring original invoices are not paid until credit notes are received;
- checking invoices against daily transaction listing to ensure payments have been made by central accounting;

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Category	Group	Example Code
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	B
<ul style="list-style-type: none">- reconciling monthly supplier statements with invoices, checking for outstanding invoices and contacting suppliers to resolve discrepancies;- advising budget officer of accruals, including estimate of invoices not yet received and coding unpaid invoices monthly;- contacting suppliers at fiscal year-end to request prompt submission of invoices. <p>2. Maintains accounts payable records by:</p> <ul style="list-style-type: none">- maintaining up-to-date files of receiving reports, ensuring matches with appropriate purchase orders and invoices;- filing coded invoices alphabetically, ensuring correct budget codes and common object codes have been applied; <p>20% - maintaining up-to-date files of purchase orders (local and head office);</p> <ul style="list-style-type: none">- maintaining current annual company files containing all processed invoices, credits, etc.;- maintaining related correspondence files. <p>3. Performs other duties such as:</p> <p>5% - assisting in physical inventory count;</p> <ul style="list-style-type: none">- as assigned.		
FACTORIAL ANALYSIS		
<u>Knowledge</u> <p>Good knowledge of ministry methods and accounting procedures relating to the processing of accounts payable (invoices for goods and services) is required to enable incumbent to inspect for proper documentation and to follow up appropriately. Specific knowledge of branch operations is required to liaise with clients and other branches regarding procedural questions.</p>		
<u>Skill</u> <p>(A) Core - Good communication skills required to deal with other branches and suppliers regarding discrepancies in accounts. Ability to apply arithmetic skills in reconciling invoices, payments and purchase orders, and to maintain up-to-date accounts and related correspondence files.</p> <p>(B) Technical - Nil</p>		



Category OFFICE ADMINISTRATION	Group OFFICE ADMINISTRATION	Example Code B																																
<u>Judgement</u> Employee works under general supervision, using own judgement to choose appropriate methods for resolving discrepancies in accounts, contacting suppliers, purchasing section and other department heads and preparing invoices for payment, following ministry's detailed guidelines and manual.																																		
<u>Accountability</u> Employee ensures that all accounts processed are accurate, within required time limits and correctly coded. Employee is also accountable for taking appropriate action with regard to outstanding accounts, credit notes and discrepancies, and for maintaining necessary records and files. As the individual in the regional office designated to process accounts payable, the employee provides both staff and creditors with the specific detailed information they may require concerning disposition of invoices/accounts/payments.																																		
<u>Evaluation</u> <table border="0"><thead><tr><th><u>FACTOR</u></th><th><u>LEVEL</u></th><th><u>POINTS</u></th><th></th></tr></thead><tbody><tr><td>Knowledge</td><td>3</td><td>135</td><td></td></tr><tr><td>Skill - Core</td><td>2</td><td>45</td><td></td></tr><tr><td>- Technical</td><td>-</td><td>-</td><td></td></tr><tr><td>Judgement</td><td>2</td><td>115</td><td></td></tr><tr><td>Accountability</td><td>2</td><td>115</td><td></td></tr><tr><td>Group Leadership</td><td>-</td><td>-</td><td></td></tr><tr><td>TOTAL</td><td></td><td>410</td><td>OA-6</td></tr></tbody></table>			<u>FACTOR</u>	<u>LEVEL</u>	<u>POINTS</u>		Knowledge	3	135		Skill - Core	2	45		- Technical	-	-		Judgement	2	115		Accountability	2	115		Group Leadership	-	-		TOTAL		410	OA-6
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Category	Group	Example Code
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	C
Position Title	Number of Incumbents	Group Leadership
Distribution, Pick-up and Sorting Clerk	2	
Supervisor's Title	Positions	Employees
Supervisor, Filing		

Purpose of Position

To collect, sort and deliver files, related documents and other material within the Branch, approximately 1,500,000 pieces yearly.

Summary of Duties and Responsibilities

1. Collects 10 times daily, files, correspondence, tax returns and all documents for filing (approximately 1,500,000 yearly) from 20 units, for 50% action by filing clerks; sorts all filing room incoming files and related documents by terminal digit and places into sorting bins.
2. Delivers files (approximately 500,000 yearly) to requesting offices or individuals by collecting files and related material (e.g. mail) from 30% filing clerks, sorting material into bins designating the unit destinations and delivering material 10 times daily; delivering "rush" material promptly.
3. Picks up and delivers all Branch documents not passing through Filing 10% Section by relaying material from one Branch unit or section to another.
4. Performs related tasks such as maintaining current lists of all Branch personnel, by section or floor; assisting filing clerks in pulling files, 10% pegging returns, etc., in peak periods; making special deliveries of documents, office supplies, etc., as assigned.

FACTORIAL ANALYSIS

Knowledge

Knowledge of Branch's basic organization structure to enable pick-up, sorting and delivery of files and related documents and materials. Knowledge of basic filing procedures required when occasionally assisting filing clerks.

Skill

(A) Core - Ability to sort incoming mail and files for distribution and storage. Ability to understand and carry out straightforward oral and written instructions.

(B) Technical - Nil.

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CLASS STANDARDS - EXAMPLE POSITION

Category OFFICE ADMINISTRATION	Group OFFICE ADMINISTRATION	Example Code C
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Judgement

Judgement is required to ensure the timeliness of collection and distribution of a high volume of mail. When faced with situations not covered by standing instructions, the employee refers these matters to the supervisor.

Accountability

The employee is accountable for accurate sorting and for prompt delivery of mail in accordance with assigned schedule.

Evaluation

<u>FACTOR</u>	<u>LEVEL</u>	<u>POINTS</u>
Knowledge	1	40
Skill - Core	1	15
- Technical	-	-
Judgement	1	55
Accountability	1	55
Group Leadership	-	-
TOTAL		165

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Category OFFICE ADMINISTRATION	Group OFFICE ADMINISTRATION	Example Code D	
Position Title Clerk		Number of Incumbents 1	Group Leadership
Supervisor's Title Accounts Administrator		Positions	Employees
<p><u>Purpose of Position</u></p> <p>To provide clerical assistance in the processing and maintenance of tenants' accounts for leased housing.</p>			
<p><u>Summary of Duties and Responsibilities</u></p> <p>1. Provides clerical assistance in accounting unit of Section by performing tasks such as:</p> <ul style="list-style-type: none"> - recording approximately 800 to 900 cheques received by Section for first-of-month rental payments, checking closely to determine minor errors or omissions (e.g. incorrect dates or figures) and referring more complex errors to accounts administrator; - preparing strip list for cheques received, including totalling cheques and attaching batch headers; - contacting tenants, either by telephone or form letter, to correct minor errors or omissions on rental payments; <p>85% - forwarding standard form letters to tenants who have not submitted rental payments by eighth of month;</p> <ul style="list-style-type: none"> - checking correspondence relating to cheques not received by stipulated dates to determine if explanations have been received and forwarding to collection clerk; - checking files to obtain past records of tenants in arrears and forwarding information to collection clerk; <p>2. Performs other related duties such as:</p> <ul style="list-style-type: none"> - checking transaction listings and non-financial information updates, <p>15% noting errors and forwarding information to supervisor;</p> <ul style="list-style-type: none"> - as assigned. 			
<p style="text-align: center;">FACTORIAL ANALYSIS</p>			
<p><u>Knowledge</u></p> <p>Knowledge of clerical procedures required relating to the recording of cheques for lease/rental payments. Knowledge of necessary follow-up procedures required with regard to cheques not received.</p>			

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CLASS STANDARDS - EXAMPLE POSITION

Category OFFICE ADMINISTRATION	Group OFFICE ADMINISTRATION	Example Code D
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Skill

(A) Core - Ability to effectively and courteously talk with and listen to tenants by telephone to follow up and correct minor errors and omissions on cheques. Ability to use Section's filing system to extract account history information for use by collection clerk. Basic arithmetic skills required in totalling cheques for both full and partial monthly rental payments.

(B) Technical - Nil

Judgement

Judgement required in determining whether details on cheques conform to Section procedures. Errors in cheques not covered by such procedures are referred to the supervisor.

Accountability

The employee is accountable for ensuring that monthly cheques are accurately recorded, for properly carrying out follow-up procedures, and for communicating with tenants concerning minor irregularities in their rental payment cheques.

Evaluation

<u>FACTOR</u>	<u>LEVEL</u>	<u>POINTS</u>
Knowledge	1	40
Skill - Core	2	45
- Technical	-	-
Judgement	1	55
Accountability	1	55
Group Leadership	-	-
TOTAL		195

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Category OFFICE ADMINISTRATION	Group OFFICE ADMINISTRATION	Example Code E
Position Title Data Entry Operator	Number of Incumbents 4	Group Leadership
Supervisor's Title Data Co-ordinator		Positions Employees
<p><u>Purpose of Position</u></p> <p>To operate the data entry equipment to capture information from source documents onto diskette for computer input.</p>		
<p><u>Summary of Duties and Responsibilities</u></p> <p>1. Operates data entry equipment by performing such duties as:</p> <p>95% - reviewing source documents for errors or inconsistencies, correcting or bringing to attention of supervisor;</p> <p style="margin-left: 20px;">- selecting appropriate machine set-up program for source documents;</p> <p style="margin-left: 20px;">- varying set-up of machine program, if required, under guidance of supervisor or in accordance with standing instructions;</p> <p style="margin-left: 20px;">- keying information according to data entry instructions;</p> <p style="margin-left: 20px;">- maintaining source documents and diskettes in proper location and sequence;</p> <p style="margin-left: 20px;">- verifying accuracy of keyed data by rekeying material;</p> <p style="margin-left: 20px;">- meeting work deadlines as set by supervisor.</p> <p>2. Carries out miscellaneous data processing duties as assigned.</p> <p>5%</p>		
<p>FACTORIAL ANALYSIS</p>		
<p><u>Knowledge</u></p> <p>Knowledge of data entry methods and equipment to select appropriate machine set-ups for data input and verification; knowledge of operator's manual for data entry equipment covering all procedures.</p>		
<p><u>Skill</u></p> <p>(A) Core - Ability to identify and locate errors or inconsistencies in a large volume of input data.</p> <p>(B) Technical - Keyboard skills used to operate data entry equipment to input information.</p>		

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CLASS STANDARDS - EXAMPLE POSITION

Category OFFICE ADMINISTRATION	Group OFFICE ADMINISTRATION	Example Code E
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Judgement

Employee exercises some judgement in the selection of appropriate data entry set-ups for a large volume of source documents. Supervisor provides guidance in matters not covered by procedure, such as temporary adjustments to data entry programs.

Accountability

The employee is accountable for verifying accuracy of source documents and keyed data and for the completion of assignments on time.

Evaluation

<u>FACTOR</u>	<u>LEVEL</u>	<u>POINTS</u>	
Knowledge	2	85	
Skill - Core	2	45	
- Technical	-	20	(typing - data entry)
Judgement	1	55	
Accountability	1	55	
Group Leadership	-	-	
TOTAL		260	OA-4

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Category	Group	Example Code	
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	F	
Position Title		Number of Incumbents	Group Leadership
Filing Clerk		1	
Supervisor's Title		Positions	Employees
Head, Administration Unit			
<p><u>Purpose of Position</u></p> <p>To provide filing and clerical duties to the Control Section.</p>			
<p><u>Summary of Duties and Responsibilities</u></p> <p>1. Maintains alphabetical filing system of all operators and vendors - approximately 9,000 active and 1,000 inactive files - by:</p> <ul style="list-style-type: none"> - updating file folders regarding changes of employer and/or address, etc., typing labels; - checking new applications received, ensuring that no previous file on record; - filing such documents as applications, requests for documents, examination notifications, examination papers, examination results, insurance policies; <p>95%</p> <ul style="list-style-type: none"> - pulling out files at request of education and training co-ordinator in answer to telephone queries from applicants or licensees, e.g., examination results, insurance; - reading computer print-outs of licences not issued, locating and pulling out files on individuals indicated for education co-ordinator; - checking listings of examination settings, ensuring that all forfeited examination fees are coded correctly for revenue records; - sorting contents of inactive files, boxing and sending to record centre; - preparing coded sheets for deletion of all files sent to record centre, ensuring that complete lists are made out and boxes numbered correctly; - pulling various files on instructions from education co-ordinator and licensing officer for updating and coding computer file, e.g. "no longer employed", "deceased", "no longer needs licence". <p>2. Performs other duties such as:</p> <ul style="list-style-type: none"> - maintaining subsidiary filing system (alphabetical) for all licenced custom sprayers; <p>5%</p> <ul style="list-style-type: none"> - photocopying material as required; - as assigned. 			

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Category	Group	Example Code
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	F
FACTORIAL ANALYSIS		
<u>Knowledge</u>		
Work requires knowledge of filing procedures to maintain the Section's filing systems. Knowledge of related indexing and coding used in Section's filing activities is also required.		
<u>Skill</u>		
(A) Core - Ability to insert or retrieve a variety of information or specific documents from both the Section's main filing system and a subsidiary system in response to requests from staff.		
(B) Technical - Nil		
<u>Judgement</u>		
Judgement is required in locating and retrieving material from filing system and in ensuring correct coding of fees for revenue records. Situations not covered by detailed instructions or procedures are referred to the supervisor.		
<u>Accountability</u>		
Position is accountable for accurate filing and retrieval of material in filing system and for updating files in accordance with section procedures.		
<u>Evaluation</u>		
<u>FACTOR</u>	<u>LEVEL</u>	<u>POINTS</u>
Knowledge	1	40
Skill - Core	2	45
- Technical	-	-
Judgement	1	55
Accountability	1	55
Group Leadership	-	-
TOTAL		195
		OA-2

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Category	Group	Example Code	
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	G	
Position Title	Number of Incumbents	Group Leadership	
Secretary	1		
Supervisor's Title		Positions	Employees
Director, Management Planning and Analysis			
<p><u>Purpose of Position</u></p> <p>To provide secretarial services to the director, the science adviser and the research co-ordinator.</p>			
<p><u>Summary of Duties and Responsibilities</u></p> <p>1. Provides secretarial services to three officials by performing tasks such as:</p> <ul style="list-style-type: none"> - taking dictation and transcribing letters, reports, memoranda, speeches, etc., absorbing substance of material to keep informed of current business; - receiving calls and visitors, employing tact and judgement in replying to enquiries and responding on basis of own experience and knowledge of unit's function, referring to other sources of information as required (contacts include ministry and government officials, scientists, etc.); 65% - maintaining diary of appointments for director, science adviser and research co-ordinator, making appointments in their absence as necessary, maintaining constant knowledge of their locations and availability and keeping them advised of schedules and appointments; - making hotel and travel arrangements, arranging meetings, meeting rooms, luncheons, etc.; - requisitioning office supplies and services; - maintaining a filing system of highly confidential correspondence and reports; - opening and distributing incoming mail, retaining variety of matters for reply on own initiative, attaching pertinent files, maintaining bring-forward index to ensure reply/response by deadlines; - gathering and compiling information (statistical and general), utilizing knowledge of Branch's analytical process. <p>2. Edits and arranges production of reports by performing tasks such as:</p> <ul style="list-style-type: none"> - proofreading drafts and final copies for format, grammar, typography, etc.; - compiling tables of contents; 20% - maintaining records of progress for reports to ensure completion by due dates; - arranging printing and distribution. 			

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Category	Group	Example Code
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	G
<p>3. Supervises work of occasional temporary clerical staff by performing tasks such as:</p> <ul style="list-style-type: none">- arranging for GO Temp personnel as needed; <p>5% - distributing workload, assigning work, setting priorities; - checking work for conformity to format, accuracy, etc.</p> <p>4. Performs other duties such as:</p> <p>10% - providing secretarial assistance to management analyst and special task groups, as requested; - as assigned.</p>		
FACTORIAL ANALYSIS		
<u>Knowledge</u> <p>Good knowledge of office procedures required to carry out a variety of support duties for the principals and a knowledge of the statistical and analytical data sources used in the management planning function is required to enable the secretary to gather and compile data required by principals; knowledge of specialized information sources outside own Branch may also be required for this purpose.</p>		
<u>Skill</u> <p>(A) Core - Ability to prepare routine correspondence using appropriate terminology, compile statistical and general information and edit reports by proofreading. Ability to maintain normal internal office filing system. Communication skills required to receive visitors and callers and provide specific information on branch activities.</p> <p>(B) Technical - Typing and shorthand to CSC standards.</p>		
<u>Judgement</u> <p>Judgement is exercised in determining extent of information to be provided in response to enquiries and in referring pressing matters to appropriate staff when principals are unavailable. Judgement is also exercised in coordinating appointment schedules for the three principals.</p>		



Category	Group	Example Code																																
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	G																																
<p><u>Accountability</u></p> <p>Accountable for ensuring that prompt and efficient service is provided to all three officials in spite of fluctuating or conflicting work demands; responsible also for maintaining confidentiality of Branch files. Poor organization of own work could cause delays and inconvenience to officials of own and other branches.</p>																																		
<p><u>Evaluation</u></p> <table><thead><tr><th><u>FACTOR</u></th><th><u>LEVEL</u></th><th><u>POINTS</u></th><th></th></tr></thead><tbody><tr><td>Knowledge</td><td>3</td><td>135</td><td></td></tr><tr><td>Skill - Core</td><td>2</td><td>45</td><td></td></tr><tr><td>- Technical</td><td>-</td><td>50</td><td>(typing and shorthand)</td></tr><tr><td>Judgement</td><td>2</td><td>115</td><td></td></tr><tr><td>Accountability</td><td>2</td><td>115</td><td></td></tr><tr><td>Group Leadership</td><td>-</td><td>-</td><td></td></tr><tr><td>TOTAL</td><td></td><td>460</td><td>OA-8</td></tr></tbody></table>			<u>FACTOR</u>	<u>LEVEL</u>	<u>POINTS</u>		Knowledge	3	135		Skill - Core	2	45		- Technical	-	50	(typing and shorthand)	Judgement	2	115		Accountability	2	115		Group Leadership	-	-		TOTAL		460	OA-8
<u>FACTOR</u>	<u>LEVEL</u>	<u>POINTS</u>																																
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TOTAL		460	OA-8																															
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Category OFFICE ADMINISTRATION	Group OFFICE ADMINISTRATION	Example Code H
Position Title Clerk Typist	Number of Incumbents 1	Group Leadership
Supervisor's Title Supervisor, Administration	Positions	Employees

Purpose of Position

To provide typing and clerical services to the Administration Section.

Summary of Duties and Responsibilities

1. Performs typing and clerical duties by:

- typing memoranda, letters and reports from handwritten drafts; proof-reading for accuracy, grammar and punctuation and referring to supervisor for approval;
- 80% - entering details of incoming mail in mail log, i.e. noting correspondence in appropriate section, dates received, names of senders and receivers, content and action to be taken;
- logging all outgoing mail in mail log book, i.e. dates of reply and action taken.

2. Performs receptionist duties by:

- answering telephones for Administration Section and taking messages;
- 15% - responding to routine enquiries received by telephone or in person concerning Section's services or procedures clarifying with callers exact nature of queries and directing more involved questions to appropriate staff.

3. Performs related duties by:

- compiling lists of names and addresses of agencies and services;
- 5% - as assigned.

FACTORIAL ANALYSIS

Knowledge

Knowledge of office procedures such as recording incoming/outgoing mail and sufficient knowledge of section activities to direct telephone enquiries.

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CLASS STANDARDS - EXAMPLE POSITION

Category OFFICE ADMINISTRATION	Group OFFICE ADMINISTRATION	Example Code H
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Skill

(A) Core - Ability to set up reports and correspondence in approved format using correct grammar and punctuation. Good oral communication skills are required to provide receptionist services for the section.

(B) Technical - Typing skills to CSC standards.

Judgement

The typing of reports and correspondence and the provision of receptionist services require the exercise of some judgement to conform to established procedures; matters not covered by these procedures are referred to the supervisor.

Accountability

The employee is responsible for the production of accurately typed material, the recording of incoming/outgoing mail and the provision of efficient receptionist services.

Evaluation

<u>FACTOR</u>	<u>LEVEL</u>	<u>POINTS</u>
Knowledge	1	40
Skill - Core	2	45
- Technical	-	20 (typing)
Judgement	1	55
Accountability	1	55
Group Leadership	-	-
TOTAL		215 OA-3

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Category OFFICE ADMINISTRATION		Group OFFICE ADMINISTRATION	Example Code I	
Position Title Secretary		Number of Incumbents 1	Group Leadership	
Supervisor's Title Senior Medical and Hearing Officer		Positions Employees		

Purpose of Position

To provide secretarial service for the Senior Medical and Hearing Officer.

Summary of Duties and Responsibilities

1. Provides secretarial services by performing such tasks as:

- taking dictation from dictating machine or handwritten drafts and transcribing by typing (e.g. pre-suspension hearing reports; letters to affected drivers, lawyers, physicians; memoranda to senior management);
- using automated "memory" typewriter, preparing letters to drivers, notifying them of intention to suspend driver's licence for medical reasons;
- 90% - answering telephone calls from drivers desiring to make appointments for pre-suspension hearings, arranging appointments and, if called upon, explaining reasons for such hearings from knowledge of Highway Traffic Act and ministry policy concerning drivers' operating records and medical requirements;
- composing and typing routine correspondence from brief notes or verbal instructions for supervisor's signature;
- copy-typing, from handwritten drafts, variety of reports, data, correspondence, etc.;
- proofreading typed material, submitting to supervisor for approval and signature;
- receiving all incoming calls and visitors; placing long-distance calls, answering enquiries from knowledge of Branch operation;
- opening and sorting mail, attaching files for attention of senior officer or hearing and review officer;
- ensuring that outgoing correspondence is correct, i.e. checking signatures, addresses, attachments, etc.;
- preparing statements of account for six physicians who function as members of Medical Advisory Committee, forwarding to Financial Branch on monthly basis;
- maintaining bring-forward file for pending correspondence, to enable prompt follow-up.

2. Performs other related duties, such as:

- making travel arrangements for senior officer when necessary;
- 10% - maintaining file of medical literature and journals;
- maintaining file of copies of Medical Advisory Committee statements of accounts;
- updating legislative acts and regulations as required;
- as assigned.

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Category OFFICE ADMINISTRATION	Group OFFICE ADMINISTRATION	Example Code I																								
FACTORIAL ANALYSIS																										
<u>Knowledge</u> Good knowledge of driver medical requirements and record review procedures to handle driver inquiries and appointments. Basic knowledge of relevant sections of Highway Traffic Act, regulations and ministry policies.																										
<u>Skill</u> (A) Core - Ability to prepare routine correspondence from brief instructions, keep financial records and prepare monthly statements of accounts for members of Medical Advisory Committee. Communication skills required in explaining to drivers the reasons for hearings and arranging appointments. (B) Technical - Typing and dictating machine skills to CSC standards.																										
<u>Judgement</u> Owing to the nature of work involved, the employee independently arranges appointments for drivers to attend pre-suspension hearings. Judgement is required in determining information provided in response to inquiries from callers and visitors. Inquiries which are beyond the scope of the employee are referred to the supervisor.																										
<u>Accountability</u> As part of the accountability for providing efficient secretarial services to the Section, the employee ensures that all correspondence is brought forward to allow prompt action by the supervisor. The employee is also accountable for the accuracy of the information he/she provides to drivers and the general public.																										
<u>Evaluation</u> <table border="1"><thead><tr><th>FACTOR</th><th>LEVEL</th><th>POINTS</th></tr></thead><tbody><tr><td>Knowledge</td><td>2</td><td>85</td></tr><tr><td>Skill - Core</td><td>2</td><td>45</td></tr><tr><td>- Technical</td><td>-</td><td>30 (typing and dicta)</td></tr><tr><td>Judgement</td><td>2</td><td>115</td></tr><tr><td>Accountability</td><td>2</td><td>115</td></tr><tr><td>Group Leadership</td><td>-</td><td>-</td></tr><tr><td>TOTAL</td><td></td><td>390 OA-6</td></tr></tbody></table>			FACTOR	LEVEL	POINTS	Knowledge	2	85	Skill - Core	2	45	- Technical	-	30 (typing and dicta)	Judgement	2	115	Accountability	2	115	Group Leadership	-	-	TOTAL		390 OA-6
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Judgement	2	115																								
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Group Leadership	-	-																								
TOTAL		390 OA-6																								

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Category	Group	Example Code
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	J
Position Title	Number of Incumbents	Group Leadership
Word Processing Machine Operator	3	
Supervisor's Title	Positions	Employees
Supervisor, Typing Services		

Purpose of Position

To provide high-quality, accurate and rapid production of typed material for the Branch using MICOM 2000 equipment. (This is fully programmable "stand-alone" word processing equipment, complete with CRT screen and separate printer.)

Summary of Duties and Responsibilities

1. Uses all available word processing programs with their varied and complex capabilities to provide typing services by:
 - keyboarding onto appropriate or prescribed formats, according to originators' requests, such documents as memoranda and reports on active cases, charts and forms, speeches, manuals, letters, envelopes and labels;
 - correcting, where necessary, errors in grammar, spelling and punctuation to ensure accuracy and completeness;
 - reviewing submitted "typing requests", recalling required documents on stored disks for editing, reformatting, updating and amending;
 - 85% - manipulating stored material to reformat, update and revise documents;
 - proofreading both on-screen and hard copy to ensure accuracy and completeness;
 - performing such automated tasks as duplicate, sort, search, paginate, replace, glossary, merge, etc.
 - reporting equipment malfunctions to supervisor;
 - performing duties in accordance with Branch policies and procedures regarding document retention times;
 - reviewing data on disks on daily basis to ensure currency and reduce need for storage.
2. Performs other related duties such as:
 - maintaining assigned production logs and records for monthly submissions to supervisor;
 - 10% - assisting with work overloads in other areas as required;
 - demonstrating equipment as required.
3. Performs tasks such as:
 - 5% - as assigned.

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Category	Group	Example Code
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	J

FACTORIAL ANALYSIS

Knowledge

Good knowledge of the operation, functions and capabilities of MICOM 2000 word processing equipment, including pagination, graphics, global search and replace, etc. General knowledge of Typing Services Unit's policies and procedures.

Skill

(A) Core - Employee requires the ability to identify inconsistencies in own work assignments and to discuss the most appropriate approach with the supervisor. Ability to identify and correct spelling and grammatical errors in drafts is also required.

(B) Technical - Typing skills to CSC standards.
- Ability to operate fully programmable word processing equipment.

Judgement

In view of the capabilities of the equipment used and the variety of assignments received, the employee exercises judgement in selecting appropriate machine functions for individual assignments. While minor and routine work problems are normally resolved by the operator, major malfunctions and unusual problems are referred to the supervisor.

Accountability

Employee is responsible for the accuracy and completion of assignments to meet deadlines, for adherence to Branch policies and procedures in the retention of data and documents and for maintaining appropriate work records; work assignments are determined by the supervisor.

Evaluation

<u>FACTOR</u>	<u>LEVEL</u>	<u>POINTS</u>	
Knowledge	3	135	
Skill - Core	2	45	
- Technical	-	50	(typing and FP-WP)
Judgement	2	115	
Accountability	1	55	
Group Leadership	-	-	
TOTAL		400	OA-6

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Category	Group	Example Code	
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	K	
Position Title	Number of Incumbents	Group Leadership	
Switchboard Operator	3		
Supervisor's Title		Positions	Employees
Switchboard Supervisor			

Purpose of Position

To operate the semi-automatic PBX-type switchboard (containing 11 trunk lines, six Toronto trunk lines, four WATS trunk lines, four attendant trunk lines, four manual lines and approximately 250 extensions) in a regional facility.

40-hour work-week - eligible for overtime - shift rotations, as required

Summary of Duties and Responsibilities

1. Participates in operation of switchboard by:

- answering incoming trunk-line calls and ringing requested extensions;
 - assisting callers making vague inquiries because of unfamiliarity with organization by quickly and tactfully probing for more details to direct calls to appropriate persons;
 - transferring calls from extensions if redirected;
 - placing long-distance calls; recording in ledger such information as dates, places called, telephone numbers, parties placing calls, types of calls (business or personal); initialling entries;
 - dialing local calls from restricted telephones;
 - transferring calls from no-dial manual phones to requested extensions;
 - taking messages, as requested (when secretaries are absent from office, etc.) and relaying to appropriate persons;
- 85% - requesting emergency telephone repairs in absence of supervisor;
- warning authorities, police and fire department in case of fires, following procedures outlined by fire officer;
 - warning authorities of any unauthorized entry (alarm buzzer located at switchboard);
 - operating radio-paging system servicing seven pagers assigned to key personnel.

2. Performs ancillary duties by:

- relieving receptionist as required;
 - issuing emergency duplicate keys to authorized staff (12 master keys and 35 departmental sets of keys) and maintaining records;
- 10% - calling in (after authorization obtained) maintenance personnel or local contractors from assigned lists for emergency repairs and maintaining appropriate records;
- calling in grounds staff (after authorization obtained) for snow removal and salting of roads and sidewalks, etc.; maintaining appropriate records.

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Category OFFICE ADMINISTRATION	Group OFFICE ADMINISTRATION	Example Code K
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Summary of Duties and Responsibilities (continued)

3. Performs other related duties as required.
5%

FACTORIAL ANALYSIS

Knowledge

Knowledge of operation of telephone switchboards and procedures used in routing, rerouting and placement of local and long-distance calls; knowledge of after-hours and emergency procedures is required.

Skill

(A) Core - Ability to communicate clearly with a large volume of callers, including relaying messages and instructions as required and, where necessary, tactfully seeking clarification of callers' requests. Filing skills are used in maintaining switchboard records of such items as long-distance calls and emergency repair calls.

(B) Technical - Nil

Judgement

Detailed procedures and instructions cover the situations which the switchboard operator is expected to handle. In the event of emergencies, judgement may be exercised in promptly following required procedures.

Accountability

Through the operation of the switchboard, the incumbent is responsible for the provision of efficient and courteous telephone and related services.

Evaluation

<u>FACTOR</u>	<u>LEVEL</u>	<u>POINTS</u>	
Knowledge	1	40	
Skill - Core	2	45	
- Technical	-	-	
Judgement	1	55	
Accountability	1	55	
Group Leadership	-	-	
TOTAL		195	0A-2

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Category	Group	Example Code
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	L
Position Title	Number of Incumbents	Group Leadership
MCST Operator	2	
Supervisor's Title	Positions	Employees
Administrative Secretary		

Purpose of Position

Performs typing services for the Section by operating a Magnetic Card Selectric Typewriter (MCST).

Summary of Duties and Responsibilities

1. Performs transcribing and typing duties by:

- checking incoming work and proceeding with assigned order or priority, pointing out any irregularities in copy and clarifying with supervisor;
- using MCST, typing reports, letters, memoranda and complex chemical formulae for 10 principals;

- 85% - proofreading and correcting grammar, spelling and punctuation errors prior to forwarding to supervisor for review;
- making changes shown by originators and retyping as required;
 - logging usage of magnetic cards according to established procedures, particularly those cards which may be retrieved to be updated for revisions on publications and fact sheets when complete retyping may not be necessary;
 - typing publications and fact sheets to be sent out for printing;
 - meeting deadlines and notifying supervisor when unable to do so.

2. Performs related duties such as:

- copy-typing other reports, letters, memoranda, etc.;
- setting up text, figures and tables, so as to maintain uniformity of format and terminology;

- 10% - maintaining accurate current records of work completed;
- maintaining equipment in clean and good operating condition, reporting malfunctions to supervisor.

3. Performs related duties as assigned.

5%

FACTORIAL ANALYSIS

Knowledge

Knowledge of methods and procedures relating to operation of an MCST. Knowledge of Section's activities and content of typing assignments to recognize irregularities.

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Category OFFICE ADMINISTRATION	Group OFFICE ADMINISTRATION	Example Code L																																
<u>Skill</u> (A) Core - Ability to produce a volume of varied material, identifying and correcting in rough copy errors in spelling, grammar, format and terminology. Ability to maintain accurate records of work performed. (B) Technical - Typing skills to CSC standards.																																		
<u>Judgement</u> Because of the variety of copy from 10 principals, the employee exercises judgement in ensuring conformity with established formats and referring doubtful matters to the supervisor.																																		
<u>Accountability</u> Employee is responsible for the accuracy and timeliness of assignments, for maintaining records of card usage and for ensuring that equipment is in good operating condition.																																		
<u>Evaluation</u> <table border="0"><thead><tr><th><u>FACTOR</u></th><th><u>LEVEL</u></th><th><u>POINTS</u></th><th></th></tr></thead><tbody><tr><td>Knowledge</td><td>2</td><td>85</td><td></td></tr><tr><td>Skill - Core</td><td>2</td><td>45</td><td></td></tr><tr><td>- Technical</td><td>-</td><td>20</td><td>(typing)</td></tr><tr><td>Judgement</td><td>1</td><td>55</td><td></td></tr><tr><td>Accountability</td><td>1</td><td>55</td><td></td></tr><tr><td>Group Leadership</td><td>-</td><td>-</td><td></td></tr><tr><td>TOTAL</td><td></td><td>260</td><td>OA-4</td></tr></tbody></table>			<u>FACTOR</u>	<u>LEVEL</u>	<u>POINTS</u>		Knowledge	2	85		Skill - Core	2	45		- Technical	-	20	(typing)	Judgement	1	55		Accountability	1	55		Group Leadership	-	-		TOTAL		260	OA-4
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Category	Group	Example Code	
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	M	
Position Title		Number of Incumbents	Group Leadership
Regional IPPEBS Clerk		2	
Supervisor's Title		Positions	Employees
Supervisor of Administration and Finance			
<u>Purpose of Position</u>			
To carry out duties related to classified and unclassified payroll, attendance and personnel for the regional and area offices.			
<u>Summary of Duties and Responsibilities</u>			
1. Performs a variety of clerical duties regarding classified staff's attendance and payroll by: <ul style="list-style-type: none">- checking bi-weekly time sheets for completeness, e.g. numbers of hours, coding, etc., discussing discrepancies with area office clerks and supervisor;- checking bi-weekly cheques to ensure no discrepancies, i.e. overpayments to employees, employees not reinstated on payroll, etc., following up with head office;- distributing gross amounts from IPPEBS payrolls, i.e. regular wages, overtime, shift premiums, employee benefits, etc. on bi-weekly time sheets, preparing journal entries;			
50%	<ul style="list-style-type: none">- checking overtime forms for completeness, obtaining authorization, recording in overtime register and forwarding to Finance Branch;- maintaining regional attendance register, calculating vacation and attendance balances;- recording monthly absences on CARS reports and forwarding to Finance Branch;- checking monthly-attendance computer print-outs to ensure information reports on CARS are correctly recorded, advising supervisor of any discrepancies which cannot be resolved by telephone with payroll section;- taking corrective action on error reports where necessary;- preparing overtime, shift premiums and WCB reports.		
2. Prepares bi-weekly one-write payroll system and maintains records for unclassified staff by: <ul style="list-style-type: none">- checking time sheets for completeness, e.g. signatures, numbers of hours worked, rates of pay, coding, etc.;- calculating gross pay and deductions using appropriate income tax, unemployment insurance and CPP tables where applicable;			
25%	<ul style="list-style-type: none">- imprinting amounts of cheques with protectograph, preparing adding machine tapes to balance with payroll journal;- mailing cheques to area offices;- distributing gross pay to work orders and building numbers recorded on time sheets;		
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Category	Group	Example Code
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	M
<ul style="list-style-type: none">- balancing earning records cards quarterly in accordance with payroll procedures;- preparing monthly reports for Finance and Personnel Branches and head office on hiring, termination, union dues and hours worked;- preparing monthly OHIP reports;- preparing and maintaining payroll documents on unclassified employees, e.g. employment contracts, status changes, UIC separation certificates, etc.;- preparing T4 slips and T4A summaries;- maintaining attendance records, earnings records cards and payroll journals. <p>3. Carries out personnel functions for unclassified and classified employees by:</p> <ul style="list-style-type: none">- ensuring documentation received from Personnel Branch on new employees is correctly completed and returned to Personnel;- preparing all documentation for classified and unclassified employees hired in region, i.e. TDIs, OHIP, Group Insurance, etc., and checking all such documentation received from area offices before forwarding to Finance Branch;- preparing change-of-rate forms for unclassified staff when new rates approved;- informing employees regarding accumulation of vacation and attendance credits and discussing any variances;- forwarding doctors' certificates to Finance Branch and informing supervisor when employees have neglected to submit certificates;- providing information regarding claims to Workmen's Compensation Board, Safety Section or supervisor;- maintaining ledger of hours worked by apprentices to ensure correct changes in category;- informing supervisors regarding expiry dates of employees' contracts, requesting information relating to renewals or terminations;- providing information to employees regarding any variances in bi-weekly pay cheques;- composing routine letters to Personnel Branch regarding requests for vacation, leave of absence, bereavement leave, maternity leave, change of address, change of name, etc.;- keeping abreast of changes in Collective Agreement. <p>4. Performs related duties such as:</p> <ul style="list-style-type: none">- filing payroll correspondence and computer print-outs;- typing letters, reports, etc.;- as assigned.		

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Category	Group	Example Code
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	M
FACTORIAL ANALYSIS		
<u>Knowledge</u>		
<p>Good working knowledge of payroll and attendance accounting, IPPEBS methods and related procedures and regulations plus working knowledge of personnel administration procedures to compile payrolls using data from sources such as attendance registers, deduction tables (UIC, CPP, income tax, etc), time sheets. General knowledge of regional organizational structure is required in order to follow up on missing input data.</p>		
<u>Skill</u>		
<p>(A) Core - Communication skills to deal with managers/supervisors on payroll and personnel matters. Ability to calculate gross pay and deductions and to prepare a variety of related reports/statements. Ability to compose routine correspondence on personnel and payroll matters, such as requests for bereavement leave, leaves of absence, maternity leave, etc.</p> <p>(B) Technical - Nil</p>		
<u>Judgement</u>		
<p>Decisions require selecting appropriate procedures to resolve discrepancies in personnel and payroll records, such as corrections to attendance records or changes in employee status. Unusual problems are referred to the supervisor for clarification.</p>		
<u>Accountability</u>		
<p>In order to meet regional payroll deadlines, the employee is accountable for completing a variety of regional payroll functions within strict time limits. The employee is also accountable for the accurate documentation of regional personnel transactions and for providing detailed information to enquiring staff. Clerical errors in entering information or processing documents could cause delays, over-payments, etc. in employees' salaries.</p>		
<u>Evaluation</u>		
<u>FACTOR</u>	<u>LEVEL</u>	<u>POINTS</u>
Knowledge	3	135
Skill - Core	2	45
- Technical	-	-
Judgement	2	115
Accountability	2	115
Group Leadership	-	-
TOTAL		410
		OA-6

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Category	Group	Example Code	
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	N	
Position Title		Number of Incumbents	Group Leadership
Senior Word Processing Operator		1	
Supervisor's Title		Positions	Employees
Manager, Administration			
<p><u>Purpose of Position</u></p> <p>To operate fully programmable word processing equipment (terminal capable of tie-in with computer), producing material such as policy and administrative manuals and amendments, reports, financial/statistical tables, organization charts, graphs, and multi-column texts.</p>			
<p><u>Summary of Duties and Responsibilities</u></p> <p>1. Undertakes word processing assignments by:</p> <ul style="list-style-type: none"> - reviewing work priorities and deadlines to ensure these are met, advising supervisor when it is not technically feasible; - establishing most effective use of equipment to set up and produce final copy of material as quickly and efficiently as possible; - entering information on memory diskettes from hand-written, typed or other material; <p>70% - modifying or deleting stored material on diskettes as required to update/amend manuals, reports, policy directives, etc.;</p> <ul style="list-style-type: none"> - retrieving material stored on diskettes for editing, amending or printing; - ensuring retrieved print-out is of acceptable quality; - determining possible alternate procedures to enter, retrieve and modify material on diskettes when equipment malfunctions; - coding and indexing batches on each diskette. <p>2. Utilizes specialized word processing programs (communications, math and records processing) by:</p> <ul style="list-style-type: none"> - retrieving material (in textual or statistical form) stored on Queen's Park computer via advanced text management system (ATMS) or time-share option (TSO); - reformatting and revising material to originators' standards, providing hard copy; <p>10% - transmitting material to Queen's Park via ATMS or TSO, after ensuring that format will be accepted by computer;</p> <ul style="list-style-type: none"> - writing procedures to access computer, i.e. to get on-line, to terminate transmission, to delete/create computer files, according to originators' requests. - using math program to provide sub-totals, totals, percentages, etc. of columns of tables, to verify own input and input of originator. 			

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Category	Group	Example Code
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	N
<p><u>Summary of Duties and Responsibilities (continued)</u></p> <ul style="list-style-type: none">- interviewing originators to establish their requirements of results;- designing format of data bases to ensure that data can be sorted, selectively searched and merged to the originators' specifications. <p>3. Deals directly with originators of material to ensure assignments are completed to high standards, by:</p> <ul style="list-style-type: none">- discussing with originators capabilities of equipment and suggesting alternative approaches to provide optimum results;- proofreading source material for errors or omissions as it is entered on diskette and, if necessary, taking corrective action by making changes or by discussing and clarifying corrections with originators or supervisor; <p>10% - checking originators' material for clarity, spelling, abbreviations, punctuation and grammar and for correct and consistent format before returning to originators;</p> <ul style="list-style-type: none">- proofreading all final copies for accuracy and completeness prior to printing. <p>4. Deals directly with equipment and supply company representatives to ensure high standards of technical assistance, by:</p> <ul style="list-style-type: none">- consulting with manufacturers' general service representatives to resolve operating problems, new applications and unusual work requests; <p>5% - recognizing when problems require outside technical assistance and dealing directly with service personnel to describe problems and to arrange for equipment repairs.</p> <p>5. Performs other duties such as:</p> <ul style="list-style-type: none">- keeping detailed records of all service calls and remedial action taken; <p>5% - maintaining and updating diskette and duplicate diskette file systems;</p> <ul style="list-style-type: none">- maintaining daily logs and weekly work records;- as assigned.		
FACTORIAL ANALYSIS		
<p><u>Knowledge</u></p> <p>Good working knowledge of fully programmable word processing equipment and all associated programs and procedures including specialized communications, math, and records processing programs. Sufficient technical knowledge to deal directly with manufacturer/service representatives on operating matters and equipment malfunctions.</p>		

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CLASS STANDARDS - EXAMPLE POSITION

Category OFFICE ADMINISTRATION	Group OFFICE ADMINISTRATION	Example Code N
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Skill

(A) Core - Ability to discuss details of assignments, use programs and devise procedures to achieve originators' intent in the production of manuals, charts, graphs, statistical tables and general text formats, ensuring that involved technical concepts are explained to the originator in understandable terms.

(B) Technical - Ability to operate fully programmable word processing equipment. Typing to CSC standards.

Judgement

From a range of equipment capabilities, the employee is often required to amend, devise or adapt software procedures to process non-standard assignments. Assignments are normally accompanied by originators' requirements; those which are not technically feasible are referred to the supervisor before discussing the situation with the originator.

Accountability

In the performance of a variety of duties, the employee is accountable for the efficient production of a broad range of assignments and the provision of technical information and assistance to clients.

Evaluation

<u>FACTOR</u>	<u>LEVEL</u>	<u>POINTS</u>
Knowledge	3	135
Skill - Core	3	95
- Technical	-	50 (typing and FP-WP)
Judgement	3	180
Accountability	2	115
Group Leadership	-	-
TOTAL		575 OA-9

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Category	Group	Example Code	
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	0	
Position Title	Number of Incumbents	Group Leadership	
Senior Accounts Payable Clerk	1		
Supervisor's Title		Positions	Employees
Accounts Payable Supervisor		6	11

Purpose of Position

To coordinate the activities of the Accounts Payable Section and to process outside supplier invoices, intergovernmental charges and travel expenses.

Summary of Duties and Responsibilities

1. Serves as group leader of Accounts Payable Section by performing such tasks as:
 - providing ongoing information/instructions on detailed application of ministry's accounts payable procedures to own staff, ministry's creditors and others, orally or in writing;
 - assigning and checking work of staff, explaining new procedures and training new staff;
 - 40% - monitoring input documents prepared by clerks, providing advice and assistance to ensure accuracy and completion, ensuring equitable distribution of work;
 - answering questions and solving problems from other sections and branches referred by subordinate staff;
 - investigating questionable cases, e.g. defective invoices, overdue accounts, missing purchase order numbers; referring unusual situations to supervisor;
 - resolving minor disciplinary problems.
2. Processes invoices and performs other clerical duties such as:
 - checking invoice extensions and discounts on grants, transfers of payments, etc., ensuring adherence to established procedures;
 - examining invoices from individuals appointed to boards, commissions, etc., ensuring expenses are in agreement with Manual of Administration and fees are in accordance with Order in Council, checking for signatures of authorized branch officials;
 - completing invoices for payment by stamping and entering branch codes, common object codes and initials on invoices, coding treasury payment control sheet and expenditure input sheet with appropriate information;
 - 50% - running tapes of treasury payment control sheet, expenditure input sheet and verifying against invoice totals, forwarding invoices to supervisor for scrutiny and approval;
 - preparing cancelled cheque advice and refunds of revenue as required;
 - issuing journal entries to correct account numbers, common object codes, amounts, etc.;
 - examining edit summaries, identifying and correcting errors;

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Category	Group	Example Code
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	0
<ul style="list-style-type: none">- checking invoices against commitments to ensure sufficient funds, e.g. invoices without purchase orders, contracts;- submitting contracts or agreements between various branches and technical consultants to Budget Section;- maintaining files on weekly FIS reports, expenditure input and suppressed documents, e.g. errors and resubmissions;- composing memos as required, e.g. credits without debits, double-billing, etc. <p>3. Performs other related duties such as:</p> <ul style="list-style-type: none">- acting for supervisor during absences; <p>10% - assisting with work overloads in other areas as required;</p> <ul style="list-style-type: none">- as assigned.		
FACTORIAL ANALYSIS		
<u>Knowledge</u> Good working knowledge of accounting procedures/methods with detailed knowledge of ministry accounts payable function are required to handle a wide range of queries on behalf of unit. General knowledge of ministry organization and programs and of relevant administrative and financial regulations and procedures is required to handle both wide range queries on behalf of the work unit and to perform own accounts payable duties.		
<u>Skill</u> (A) Core - Good oral and written communication skills not only to instruct staff but to effectively communicate ministry's accounts payable requirements to creditors and to explain new or revised procedures and practices applicable. Ability to apply arithmetic and accounting skills in budget accounting, purchasing, contracts, expenditure control. Investigate and prepare correspondence endeavouring to resolve problems that have been identified by staff, such as double-billing and procedural errors. (B) Technical - Nil		
<u>Judgement</u> Works within well established guidelines and precedents under general supervision. Solves routine problems in the accounting process, responds to inquiries from subordinates and other staff, referring only complex or unusual matters to supervisor.		
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Category	Group	Example Code
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	0

Accountability

Accountable for the efficient and coordinated processing by the group of accounting documents with compliance to applicable financial and administrative regulations and procedures. Errors would cause inconvenience and expenditure of time and resources in tracing and correcting.

Group Leadership

Provides group leadership to 11 employees. Resolves minor administrative/disciplinary difficulties.

Evaluation

<u>FACTOR</u>	<u>LEVEL</u>	<u>POINTS</u>	
Knowledge	3	135	
Skill - Core	3	95	
- Technical	-	-	
Judgement	2	115	
Accountability	2	115	
Group Leadership	2	50	
TOTAL		510	OA-8

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Category	Group	Example Code	
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	P	
Position Title		Number of Incumbents	Group Leadership
Planning and Resources Analyst		1	
Supervisor's Title		Positions	Employees
Manager, Planning and Resources			

Purpose of Position

To provide clerical support for a variety of financial administration, planning and analysis functions supporting operating and capital budgets.

Summary of Duties and Responsibilities

1. Provides clerical services in support of financial administration, by:

- reviewing historical and forecast data submitted by funded educational institutions to work up provisional calculations of the Section's budgetary commitments;
- maintaining detailed knowledge of ministry policies and procedures regarding facility rentals and capital allocations;
- 55% - identifying information to show whether institutions have adhered to such policies;
- initiating follow-up procedures to correct discrepancies;
- compiling accounting control records necessary to support annual capital allocations in excess of \$12 million per year and several hundred facility rentals totalling some \$10 million per year;
- processing rental and capital project funding requests, e.g. setting up files, checking clerical accuracy of requests and claims and recommending their approval, rejection or modification; preparing approval documents and letters of transmittal.

2. Provides clerical services in support of planning function, by:

- assisting in processing of annual capital project request lists from institutions;
- preparing preliminary capital plan;
- comparing multi-year plan data and annual capital project request lists submitted by institutions to identify areas of conflict for attention of capital co-ordinator;
- 25% - preparing multi-year plan analysis, e.g. all coding and editing, selecting input and output variables, preparing index listing and arranging final printing and distribution;
- communicating with institution officials regarding changes and interpretation of input data;
- checking audited enrolment reports for accuracy and preparing correspondence pertaining to same;
- compiling audited enrolment data for use in calculation of institutions' operating grants.

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Category	Group	Example Code
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	P
<p><u>Summary of Duties and Responsibilities (continued)</u></p> <p>3. Provides clerical support for analysis function, by:</p> <p>15% - analyzing financial reports for reconciliation with audited statements; - calculating funded institutions' annual operating grants; - calculating effects of proposed changes to operating grants; - providing responses to requests for information.</p> <p>4. Performs other duties as assigned. 5%</p>		
FACTORIAL ANALYSIS		
<p><u>Knowledge</u></p> <p>Substantial knowledge of financial planning methods and procedures related to institutional funding to carry out duties such as analyzing capital project requests, preparing multi-year plan analyses. Detailed knowledge of ministry financial policies and objectives to determine if institutions' requests for funds adhere to such policies.</p>		
<p><u>Skill</u></p> <p>(A) Core - Ability to perform complex accounting and calculating procedures required for annual and multi-year planning and budget analysis of educational institutions' requests for facility rentals and capital project funding. Communication skills to liaise with institution officials on changes to plan and prepare appropriate correspondence and statistics.</p> <p>(B) Technical - Nil</p>		
<p><u>Judgement</u></p> <p>Within established guidelines, the incumbent exercises judgement in determining whether educational institutions' requests and claims adhere to ministry policy and in recommending approval or rejection of such requests.</p>		
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Category OFFICE ADMINISTRATION	Group OFFICE ADMINISTRATION	Example Code P
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Accountability

Responsible for ensuring that data supplied by funded institutions is in accordance with established budgetary policies and procedures. Accountable for the accurate compilation of statistics and analysis of budget proposals, coding, editing, indexing, printing and distribution of multi-year plan analysis. Errors could be traced and corrected but would have significant impact on work units using the data for planning purposes.

Evaluation

<u>FACTOR</u>	<u>LEVEL</u>	<u>POINTS</u>	
Knowledge	4	190	
Skill - Core	3	95	
- Technical	-	-	
Judgement	3	180	
Accountability	3	180	
Group Leadership	-	-	
TOTAL		645	OA-10

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Category	Group	Example Code
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	Q
Position Title	Number of Incumbents	Group Leadership
Secretary	1	
Supervisor's Title		Positions Employees
Official Guardian		

Purpose of Position

To provide secretarial and administrative services for the Official Guardian.

Summary of Duties and Responsibilities

1. Provides secretarial services to Official Guardian by performing tasks such as:

- taking dictation and typing from shorthand notes letters, statements, reports and various legal documents, e.g., fiats, orders, motions, affidavits;
- keeping informed about matters dealt with by Official Guardian by absorbing substance of all dictation for reference in performance of other tasks;
- composing routine correspondence, e.g. acknowledgements and covering letters, from verbal instructions or brief notes;
- typing and signing affidavits to certify signature of Official Guardian;
- receiving and screening all incoming calls and visitors (e.g. lawyers, executors, beneficiaries of estates and guardians) and providing detailed answers to those questions which do not specifically require Official Guardian's attention and which secretary can answer from own thorough knowledge of Branch's services; other queries would be referred as appropriate;
- exercising signing authority for cheques to be paid out of minors' funds held by the accounts of Supreme Court of Ontario for maintenance;
- maintaining diary of appointments for Official Guardian;
- determining matters for referral to other senior Branch members, e.g. Deputy Official Guardian, Senior Estates Counsel, Senior Counsel, Manager of Infants' Funds, Director of Child Representation, Co-ordinator of Matrimonial Causes and Administrative Officer, during Official Guardian's absence;
- maintaining Guardian Ad Item (adoption) files for approval by Official Guardian and forwarding to Financial Management Branch for payment;
- reading and screening new correspondence; searching out all pertinent background information on new matters received (e.g. to determine if there are previous files, to establish if funds have been paid into or out of court); recording in record book type of action required, if any, indicating (by brief memo by initialling) to whom correspondence should be forwarded (i.e. Deputy Official Guardian, Senior General Counsellor or Director, Child Representation Program) and type of action required, on basis of own knowledge, experience or Official Guardian's instructions; pulling and attaching pertinent files and delivering to Official Guardian for his/her prior perusal.

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Category	Group	Example Code
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	Q
<p>2. Performs administrative duties such as:</p> <ul style="list-style-type: none">- maintaining Official Guardian's miscellaneous files by pulling, filing and indexing correspondence, legal documents, e.g. referrals, statistics, Sub-committee on Professional Conduct;- drawing up fiats for payment out of Court of Solicitors' costs and Official Guardian's costs in miscellaneous matters;- ensuring Official Guardian has proper legal documents by contacting lawyers to submit necessary material;40% - recording and admitting service on original documents for filing with court; putting documents in good form to be ready for Official Guardian's pre-court appearance briefing;- setting up files to contain legal documents;- writing, after court appearance, to lawyers to ensure copies of signed and entered orders made by judges are on file;- instructing out-of-town agents to appear on behalf of Official Guardian on court matters; forwarding copy of all material; ensuring that material is returned for filing after matters have been heard; that copies of orders as signed and entered are received, that Official Guardian's costs are received and that agents are paid their portions of fees and Guardian is advised regarding money paid into court for minors;- checking completed files to ensure all proper documents are in files and costs received, etc., before closing files. <p>3. Performs related duties such as:</p> <ul style="list-style-type: none">- answering wide variety of questions from Branch staff relating to procedures, both present and past, and providing guidance and assistance for all new clerical and secretarial staff;5% - maintaining up-to-date lists of agents and notifying administrative officers and secretaries of changes;- supervising, assigning work and training temporary secretaries of Official Guardian.		
FACTORIAL ANALYSIS		
<p><u>Knowledge</u></p> <p>Knowledge of the role and functions of the Official Guardian's Branch and related methods and procedures sufficient to answer general questions about the Branch's services and to prepare a variety of standard legal documents and reports. Detailed knowledge of legislation and regulations governing the activities of the Official Guardian, covering the protection of minors whose parents may be deceased or otherwise deemed incompetent by the courts, in order to respond to or initiate actions which do not require the personal attention of the Official Guardian.</p>		
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Category OFFICE ADMINISTRATION	Group OFFICE ADMINISTRATION	Example Code Q
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Skill

(A) Core - Good communication skills are required to respond to or initiate, in a mature manner, requests for involved, legally-oriented information dealing with a variety of sources. Ability to organize files and documents to ensure accuracy and completeness of information relating to court proceedings.

(B) Technical - Typing and shorthand to CSC standards.

Judgement

Employee exercises judgement in determining appropriate method for disposition of a wide range of new correspondence and in recognizing those matters specifically requiring the Official Guardian's attention.

Accountability

The position is accountable for the provision of secretarial services to the Official Guardian and, in addition, is responsible for the quality of assistance rendered to clients on those routine enquiries which do not require the Official Guardian's attention.

Evaluation

<u>FACTOR</u>	<u>LEVEL</u>	<u>POINTS</u>	
Knowledge	4	190	
Skill - Core	3	95	
- Technical	-	50	(typing and shorthand)
Judgement	2	115	
Accountability	2	115	
Group Leadership	-	-	
TOTAL		565	OA-9

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Category	Group	Example Code	
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	R	
Position Title	Number of incumbents	Group Leadership	
District Representative	1		
Supervisor's Title	Positions		Employees
District Director	2		2

Purpose of Position

To ensure compliance with the Ontario Health Insurance Act and Regulations; to provide OHIP information and advice to group and medical administrators and to the general public.

Summary of Duties and Responsibilities

1. Administers Information Services Unit, by:

- providing group leadership supervision, technical advice and guidance to clerical staff and assisting them in resolving technical and administrative problems;

- 35% - providing input to District Director regarding recruitment of staff;
 - training staff in unit procedures, advising them of changes, establishing production standards and assessing performance;
 - preparing variety of statistical and administrative reports for unit.

2. Ensures compliance with applicable regulations under Health Insurance Act by providing information and advice, with follow-up, to employers remitting OHIP monthly premiums, by:

- visiting assigned group administrators on regular basis to ensure that correct premiums are being remitted as required;
- ensuring that all eligible persons are properly insured or legitimately exempted through checking positive listings (GCL) of insured persons in group against appropriate payroll;
- providing continuing educational programs to group administrators as revisions are made in benefits, rates, rules and regulations and as procedures are updated;

- 30% - resolving problems pertaining to arrears, refunds, status changes, unaccounted-for employees, unpaid premiums and rejected claims encountered by group administrators;
 - collecting unpaid group premiums as requested by group collection officer;
 - registering new groups on request or as they become mandatory;
 - working with the Labour Relations Department in providing information and enrolment service to organized labour;
 - following up on group cancellations to ensure that accounts are properly reconciled and groups closed out in accordance with legislation and regulations;
 - collecting evidence in situations where legal action may be required to enforce OHIP regulations;

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Category	Group	Example Code
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	R
<p>- assisting employers in resolving problems concerning incorrect certificate of payment forms.</p> <p>3. Ensures systems used by medical and health care personnel for reporting of payment for services comply with ministry policies under pertinent legislation, by:</p> <p>- visiting with hospital/health services administrators and other key staff on regular basis to discuss their responsibilities in administration of OHIP hospital and related claims procedures;</p> <p>25% - recommending solutions/actions on unusual problems to responsible branch in ministry, such as insurance claims, eligibility testing, ambulance services, group accounts, pay-direct and institutional operations;</p> <p>- liaison with personnel within health care facilities to ensure that problems are jointly addressed and to establish good working relationships.</p> <p>4. Provides general information regarding plan, by:</p> <p>- attending public meetings, conferences, etc., to explain insurance benefits and registration requirements;</p> <p>- advising students of registration requirements on reaching age 21 and availability of premium assistance;</p> <p>10% - assisting enquiry services area in dissemination of pertinent information to general public as required;</p> <p>- as assigned.</p>		
FACTORIAL ANALYSIS		
<u>Knowledge</u> <p>In-depth knowledge of the Health Insurance Act and Regulations plus broad knowledge of accounting and payroll procedures commonly used by employers in the district to advise and educate group administrators and medical and health care personnel on legislative requirements and ministry OHIP policies and procedures, covering matters such as eligibility, exemptions, group and pay-direct premiums, arrears, status changes, and benefits.</p>		
<u>Skill</u> <p>(A) Core - Excellent communication skills are required to interpret for hospital and employer administrators the OHIP policy requirements and reaching agreement with them on the appropriate procedures their organizations are to follow in meeting these regulatory requirements. Such communications require the correct use of business, insurance, and hospital/medical terminology to ensure clarity of agreements. Accounting skills are required to ensure proper reconciliation of institutional and business accounts; to review and resolve discrepancies identified by staff relating to group premiums, claims, status changes, etc.</p>		

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Category OFFICE ADMINISTRATION	Group OFFICE ADMINISTRATION	Example Code R																																
(B) Technical - Nil																																		
<u>Judgement</u> Judgement is exercised in assessing adequacy of employer groups' premium payment systems in the district; the incumbent determines where problems exist and decides the best approach to be taken in solving the identified problems, within the intent of existing legislation. As district representative, the incumbent functions independently with little access to supervision; only policy issues are therefore referred to the Director.																																		
<u>Accountability</u> Accountable for ensuring, enforcing if necessary, compliance with the Ontario Health Insurance Act and Regulations by Employer Group Administrators as well as Hospital/Health services administrators in the District. Accountable for providing continuing education in OHIP policies and procedures to Administrators, auditing performance of such client groups and providing them with advice and assistance in resolving their difficulties in their relationship with OHIP. Accountable for ensuring that the Information Services Unit's program activities are geared to the needs of the corporate/facility clients and that the information/compliance role is effectively carried out (e.g. ensuring early enrolment of new employee groups, etc.). Employee is accountable for representing the OHIP program in a public information role. Faulty coordination or administration by incumbent could result in a large volume of time-consuming searches, claims investigations, retroactive adjustments, payment defaults, etc., leading a substantial cost to the ministry.																																		
<u>Group Leadership</u> Provides group leadership to two staff.																																		
<u>Evaluation</u> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; width: 40%;"><u>FACTOR</u></th><th style="text-align: center; width: 20%;"><u>LEVEL</u></th><th style="text-align: center; width: 20%;"><u>POINTS</u></th><th style="width: 20%;"></th></tr> </thead> <tbody> <tr> <td>Knowledge</td><td style="text-align: center;">5</td><td style="text-align: center;">250</td><td></td></tr> <tr> <td>Skill - Core</td><td style="text-align: center;">4</td><td style="text-align: center;">150</td><td></td></tr> <tr> <td style="padding-left: 20px;">- Technical</td><td style="text-align: center;">-</td><td style="text-align: center;">-</td><td></td></tr> <tr> <td>Judgement</td><td style="text-align: center;">4</td><td style="text-align: center;">250</td><td></td></tr> <tr> <td>Accountability</td><td style="text-align: center;">4</td><td style="text-align: center;">250</td><td></td></tr> <tr> <td>Group Leadership</td><td style="text-align: center;">1</td><td style="text-align: center;">20</td><td></td></tr> <tr> <td style="text-align: right;">TOTAL</td><td></td><td style="text-align: center;">920</td><td style="text-align: right;">OA-12</td></tr> </tbody> </table>			<u>FACTOR</u>	<u>LEVEL</u>	<u>POINTS</u>		Knowledge	5	250		Skill - Core	4	150		- Technical	-	-		Judgement	4	250		Accountability	4	250		Group Leadership	1	20		TOTAL		920	OA-12
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Category	Group	Example Code	
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	S	
Position Title	Number of Incumbents	Group Leadership	
Chief Examining Officer	1		
Supervisor's Title		Positions	Employees
Manager, Examination and Notice Section		1	6

Purpose of Position

To provide technical guidance to a group of examining officers (para-legal clerks) who are responsible for examining articles, applications and supporting documents to ensure their conformance to law, Branch policy and practice. To examine and determine whether the more complex articles, applications and supporting documents conform to law, Branch policy and practice.

Summary of Duties and Responsibilities

- Provides group leadership to para-legal clerks engaged in examination of articles, applications and supporting documents submitted under three major acts, by:
 - instructing staff in work requirements;
 - establishing and ensuring work priorities are met based on volume received through mail, volume at public office counter and complexity of work;
 - 50% - recommending for approval, requests for time off of examining officers, bearing in mind public counter function of unit and fluctuations in workload;
 - scheduling and monitoring work of unit to ensure that no backlogs occur;
 - resolving any work-related problems and bringing matters of contention to manager's attention;
 - training new employees and keeping manager informed of their progress through their probationary period;
 - spot-checking work of staff and ensuring that where errors have occurred individuals are advised and corrective action taken;
 - providing technical guidance to examiners (lengthy applications for extra-provincial licences, etc., which may contain fairly lengthy and complex objects).
 - maintaining up-to-date precedent manual and ensuring that examiners are aware of any changes;
 - advising manager of developments in unit such as sudden increases or decreases in workload, recommending changes in procedures to improve level of service.

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	of

Category	Group	Example Code
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	S
<p>2. Determines whether contents of articles and applications conform to law, policy and practice by:</p> <ul style="list-style-type: none"> - ensuring all conditions precedent to issue of certificates, letters patent, supplementary letters patent, licences or orders are being complied with and that contents conform to applicable acts, regulations and directives; - referring to articles or applications to determine whether fees are required for type of documents requested and calculating applicable fees; - ensuring that prescribed fees are paid before issuing documents; - completing "authorizations for refund" if overpaid; <p>45% + checking format and execution of articles, applications and supporting documents to ensure all relevant materials are submitted;</p> <ul style="list-style-type: none"> - examining objects clauses contained in applications to determine if further referrals to other ministries are required; - preparing and signing letters of referral as required; - determining necessity for further examinations of specific parts of articles or applications by manager or staff lawyers; - authorizing preparation and issue of letters patent, supplementary letters patent, licences, certificates of incorporation, etc., where articles or applications conform to law and all conditions precedent to issue of such documents are complied with; - examining draft applications and supporting documents for incorporation of non-profit corporations and applications for licences and advising clients whether drafts conform to law, regulations, policies and practice; - adjusting applications to meet requirements of acts, regulations and policies, recognizing limits of legal/clerical work and functions of law; - investigating queries and complaints from clients; clarifying provisions of acts, regulations, policies and practice. <p>3. Performs other related duties as assigned.</p> <p>5%</p>		
<p>FACTORIAL ANALYSIS</p>		
<p><u>Knowledge</u></p> <p>The employee requires considerable knowledge of the content and intent of these separate acts, regulations, and procedures to enable the employee to examine in depth the more complex articles, applications and supporting documents that have been submitted for their conformance to legal requirements and ministry policies. Also required is a knowledge of precedents, to ensure that consistent interpretations of the legislation are made.</p>		
Date of Issue	<p>Page of</p>	



Category	Group	Example Code
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	S

Skill

(A) Core - Communication skills required to interpret and clarify acts, regulations, policies and practices for client group consisting mainly of lawyers and to instruct subordinates in the methods and legal procedures required to examine licensing documents. Also required is ability to use precise legal terminology to ensure accuracy of information being communicated.

(B) Technical - Nil

Judgement

Incumbent is frequently required to interpret the appropriate legislation to be used in specific applications, identifying those matters which may require legal opinion or referral to other ministries. Employee refers to the supervisor only those matters which do not conform to legal and Branch requirements.

Accountability

Accountable for the provision of efficient services to clients through the interpretation of legislation and policies pertaining to complex licensing requirements, and the coordination of the activities of subordinate staff. As Chief Examining Officer, the employee is responsible for the quality of the examination process and for the authoritative information/interpretations given to the lawyers/clients. Faulty interpretation of legislation could cause inconvenience and costly delays in obtaining approval for licences, certificates, etc.

Group Leadership

Provides group leadership to six examining officers.

Evaluation

<u>FACTOR</u>	<u>LEVEL</u>	<u>POINTS</u>	
Knowledge	5	250	
Skill - Core	4	150	
- Technical	-	-	
Judgement	3	180	
Accountability	3	180	
Group Leadership	2	50	
TOTAL		810	0A-11

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Category	Group	Example Code	
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	T	
Position Title		Number of Incumbents	Group Leadership
Court Clerk (Bilingual)		1	
Supervisor's Title		Positions	Employees
Assistant Administrator			
<u>Purpose of Position</u> <p>To perform clerical functions relating to Family Court matters. To assist the cashier and provide support in the general operation of the Provincial Court (Criminal and Family Divisions). To provide related information and assistance to the public in English and French, as required.</p>			
<u>Summary of Duties and Responsibilities</u> <p>1. Performs a variety of functions related to Family Court matters, by:</p> <ul style="list-style-type: none"> - receiving and recording all payments made to courts and issuing ministry cheques to clients (e.g. support payments to estranged spouses); - balancing cash journal sheets, daily, with cash, cheques and money orders, locating and correcting balancing errors; - maintaining current maintenance and restitution ledger cards, opening new accounts when court orders are received; - sending out late-payment notices, calculating arrears; preparing notices of default and attaching supporting documents for court hearings; 85% - answering queries and providing information, in English and French, as required, to clients, welfare agency officials, lawyers, etc. regarding accounts and other related matters; - assisting unrepresented clients to complete documents required under Family Law Reform Act; - setting court dates, preparing court dockets from documents and distributing to appropriate officials, ensuring that all relevant information is available to court; - completing court dockets regarding dispositions, ensuring that documentation for each case is complete; extracting data for juvenile statistics and sending completed statistical reports to Statistics Canada, and completing daily provincial statistics; - placing court appointments from Children's Aid Society on court dockets; preparing orders for judges' signatures in matters of Crown wardship and forwarding certified copies of orders to Child Welfare Branch, District Director of Children's Aid Society and other agencies; - preparing Family Law Reform Act orders, Juvenile Delinquent Act probation orders, ensuring accuracy and completeness; preparing all correspondence and filing adoption orders with Registrar General and other appropriate agencies; - performing other post-court procedures such as preparing all documents and correspondence for transfers of jurisdiction of probation orders under Juvenile Delinquent Act, provincial orders under Family Law Reform Act and Reciprocal Enforcement Maintenance Orders Act cases for confirmation in province or reciprocating states; 			

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Category	Group	Example Code
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	T

- registering orders received from other courts or reciprocating states and initiating enforcement action as required, according to established procedures;
- maintaining court diary, recording fines and court costs;
- preparing wage attachments and garnishees, as requested;
- composing correspondence in connection with all Family Court files and related matters to clients, agencies, barristers and ministries;
- passing drafts and forms to typist, and checking completed typing before forwarding for signatures, as required;
- maintaining filing system on all Family Court matters for local and satellite courts;
- preparing and issuing annual income tax receipts for accounts, as requested by payor or payee.

2. Provides clerical assistance in matters connected with Criminal Court and in general operation of court office, by:

- assisting cashier in collecting fines and docket clerk in locating original tickets or information, filing documents received;
- typing occasionally court documents such as warrants and orders;
- other duties as assigned.

FACTORIAL ANALYSIS

Knowledge

Incumbent requires good knowledge of Family Court procedures for the preparation and completion of court documents for judges' signatures (e.g. court orders, adoption orders, demands for payment, garnishees, tax receipts) as well as correspondence, daily dockets and cash balancing procedures. Good knowledge of cashiers' accounting procedures for the Criminal Court is also required.

Skill

- (A) Core - Ability to communicate clearly and effectively, orally and in writing, with clients, agencies and lawyers, to inform them of the status of accounts, dockets, etc. Ability to balance payments received with cash journal sheets; to keep records of maintenance and restitution accounts and new accounts under court orders; to serve as cashier in collection and recording of fines, as required.
- (B) Technical - Fluency in English and French is a requirement of the position.

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Category	Group	Example Code
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	T

Judgement

The incumbent exercises considerable discretion, within comprehensive guidelines in setting court dates for clients on court dockets. Judgement is also used in giving appropriate assistance to unrepresented clients in completing necessary documents and in determining the extent of information given in reply to queries from agencies, lawyers, etc. The incumbent prepares a wide range of court documents and performs a number of accounting-related duties, under general supervision, with the finished work being briefly checked before officials' signatures are placed on the documents.

Accountability

The incumbent is accountable for the accurate and complete preparation of documents related to Family Court matters, for the effective arrangement of the court docket and for the processing of payments under order of the Family Court, together with related accounting responsibilities. The employee is required to organize his/her daily duties to ensure that the necessary deadlines are met and that good service to the courts and the public is maintained.

Evaluation

<u>FACTOR</u>	<u>LEVEL</u>	<u>POINTS</u>
Knowledge	3	135
Skill - Core	2	45
- Technical	-	30 (linguistic)
Judgement	2	115
Accountability	2	115
Group Leadership	-	-
TOTAL		440 OA-7



Category	Group	Example Code
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	U
Position Title	Number of Incumbents	Group Leadership
Senior Claims Officer	1	
Supervisor's Title		Positions Employees
Claims Supervisor		

Purpose of Position

To investigate and bring to a conclusion claims of a complex nature instituted against or on behalf of the Crown.

Summary of Duties and Responsibilities

1. Handles claims instituted by ministry against public for damage to Crown property and claims arising from accidents involving Crown vehicles, except for OPP cruisers, by performing such tasks as:
 - reviewing new or current files received from Claims Supervisor;
 - scrutinizing reports or information to ascertain whether additional details might be required to establish cases;
 - obtaining additional information from police reports, ministry documents, witnesses' statements or distribution invoices;
 - determining responsibility on basis of available information;
 - determining which parties might be held legally responsible in multiple-vehicle accidents involving damage to Crown property;
 - corresponding with responsible party or parties and their insurance companies to inform them of ministry's potential claims;
 - checking accounts of damage received from District Office for consistency with reports on file and forwarding invoices to responsible parties and insurance companies for payment;
 - arranging with Claims Supervisor to have uninsured parties pay claims in mutually agreed instalments, preparing and forwarding "promissory notes" to responsible parties when applicable;
 - following up delinquent accounts with responsible parties to effect payment and recommending to Claims Supervisor either legal action or write-off;
 - communicating with parties involved in claims and their representatives, e.g. lawyers, drivers, adjusters;
 - notifying government insurers when Crown vehicles are in accidents, providing all pertinent facts and making recommendations as to responsibility and possible action;
 - arranging for government employees and independent witnesses to attend "examinations for discovery" or preliminary hearings;
 - preparing releases for Claims Supervisor's signature when claims against public are paid.

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Category	Group	Example Code
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	U
<p>2. Handles miscellaneous or serious general liability claims arising from damage to utility service facilities or damage from spray-painting or mulching operations, by performing such tasks as:</p> <p>25% - interviewing claimants, inspecting vehicles or property alleged to be damaged, obtaining full reports from District; - ascertaining whether proper precautions have been taken to prevent damage; - determining liability, assessing dollar value of claims; - negotiating with parties concerned, arriving at fair settlements.</p> <p>3. Handles claims arising from accidents involving road conditions by performing tasks such as:</p> <p>10% - investigating claims, obtaining necessary information and reports, etc.; - maintaining close liaison with ministry's road liability insurers, contractors, etc.; - consulting Claims Supervisor on difficult or contentious matters.</p> <p>4. Handles compensation claims in cases where government employees are injured in accidents or mishaps involving other parties by performing such tasks as:</p> <p>10% - ensuring that proper Workmen's Compensation forms have been completed by injured employees; - obtaining medical reports; - obtaining information from District as to exact amounts paid to employees during "time off" periods necessitated by injuries; - questioning or obtaining statements from injured employees and other employees who might have been witnesses; getting statements from independent witnesses, police, etc., and conducting thorough investigations; - working under Claims Supervisor's guidance to assess general damage and costs for negotiating with other parties' legal or insurance representatives; - preparing compensation files for Claims Supervisor regarding submissions to Ministry of Attorney General.</p> <p>5. Assumes duties of Claims Supervisor in his/her absence. 5%</p>		
FACTORIAL ANALYSIS		
<p><u>Knowledge</u></p> <p>In-depth knowledge of liability insurance policies and practices and claims adjusting procedures to investigate road accidents involving Crown vehicles, property or employees to determine responsibility or fault. Very good knowledge of relevant legislation covering claims involving bodily injury and property damage to negotiate settlements of claims and/or recommend legal action.</p>		
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CLASS STANDARDS - EXAMPLE POSITION

Category OFFICE ADMINISTRATION	Group OFFICE ADMINISTRATION	Example Code U
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Skill

(A) Core - Ability to precisely comprehend and use appropriate technical/professional terminology in analyzing reports, e.g. medical, legal, automotive, engineering, agricultural. Strong analytical, communication and negotiating skills are needed to obtain and present information in support of claims by or against the Crown.

(B) Technical - Nil

Judgement

Judgement is used in evaluating information to determine degree and division of responsibility for damages claimed by or against the Crown, recommending action by the Crown and negotiating. Within guidelines, employee has considerable latitude when recommending action and negotiating settlement of claims. Unusual claims or precedents are discussed with the supervisor.

Accountability

Accountable for investigating road accident claims involving Crown vehicles, property or employees and other highway users to determine responsibility or fault and for reaching fair settlements of damage claims by or against the Crown, by recommending legal action or by negotiating with parties concerned, within guidelines established.

Evaluation

FACTOR	LEVEL	POINTS
Knowledge	5	250
Skill - Core	4	150
- Technical	-	-
Judgement	3	180
Accountability	3	180
Group Leadership	-	-
TOTAL		760

OA-11

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Category	Group	Example Code
OFFICE ADMINISTRATION	OFFICE ADMINISTRATION	V
Position Title	Number of Incumbents	Group Leadership
Counter Clerk	1	
Supervisor's Title		Positions Employees
Deputy Registrar		

Purpose of Position

To supply counter services to solicitors, searchers and the public and to perform other clerical duties.

Summary of Duties and Responsibilities

- Supplies counter services for solicitors, title searchers and public, by:
 - locating instruments or abstract index books requested and bringing them to counter for customers;
 - re-filing abstract index books and instruments after customers have finished viewing them;
 - making photocopies and whiteprints of instruments and plans for customers as requested;
- 50% - providing routine assistance to solicitors, title searchers and public;
 - producing solicitors' copies of newly registered instruments upon request;
 - collecting appropriate fees for counter services;
 - preparing photocopies of instruments of concern to assessment offices, writing additional information on face pages of copy;
 - microfilming registered instruments and instruments from backlog;
 - entering details of less complex instruments in abstract index books according to established procedure.
2. Registers financing statements submitted under the Personal Property Security Act by:
 - checking forms for registration requirements and collecting fees;
- 35% - entering pertinent details of registrations in alphabetical index and fee book;
 - balancing cash to fee book daily.
3. Performs general office duties such as:
 - ordering supplies of whiteprint copies of plans from regional office;
- 15% - entering details of registered instruments in fee book according to established procedure;
 - as required or assigned.

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CLASS STANDARDS - EXAMPLE POSITION

Category OFFICE ADMINISTRATION	Group OFFICE ADMINISTRATION	Example Code V																																
FACTORIAL ANALYSIS																																		
<u>Knowledge</u> Basic knowledge of office procedures and over-the-counter services for solicitors, title searchers and the general public.																																		
<u>Skill</u> (A) Core - Employee requires communication skills to deal tactfully with a variety of customers' requests at the counter for information. - Employee must be able to use established filing system to file and retrieve information and documents as requested at the counter and to assist solicitors, title searchers and members of the public in locating specific documents. - Arithmetic skills to balance cash and fee book daily. (B) Technical - Nil																																		
<u>Judgement</u> Work is covered by detailed procedures; any unusual requests received at the counter are to be referred to the supervisor.																																		
<u>Accountability</u> The employee is accountable for provision of basic information, copies of documents and plans as requested at the counter and for the collection of prescribed fees in an efficient, courteous manner.																																		
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Office of the
Chairman

Civil
Service
Commission

416/965-2076

Frost Building South
Queen's Park
Toronto Ontario
M7A 1Z5

MEMORANDUM TO:

Managers,
Ontario Public Service

As the Chairman of the Civil Service Commission with corporate responsibility for human resources management in the Ontario Public Service, I am pleased to send you this information package for managers on a job evaluation plan to be implemented shortly for the new Office Administration Group.

This group will cover more positions than any other evaluation plan we use today. In the months ahead, one-quarter of all bargaining unit employees will have their positions evaluated and classified using this new plan. As a manager, you will likely have employees whose classifications will be affected. While the plan will be introduced to them in a comprehensive communications program, you will have to answer your employees' questions and concerns. I hope this package makes that job a little easier.

This package, marking the first time evaluation standards have been distributed directly to ministry managers, also represents the Civil Service Commission commitment toward improved communication with managers throughout the service. We believe that the greater your awareness of the corporate management processes, the better you will be able to respond to the challenge of managing today.

Ethel M. McLellan
Chairman

COMMISSIONER'S OFFICE
ONTARIO YOUTH

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